Avira Antivirus Premium 2012

User Manual

AVIRA

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1. Introduction

Your Avira product protects your computer against viruses, worms, Trojans, adware and spyware and other risks. In this manual these are referred to as viruses or malware (harmful software) and unwanted programs.

The manual describes the program installation and operation.

For further options and information, please visit our website:
http://www.avira.com

The Avira website lets you:

- access information on other Avira desktop programs
- download the latest Avira desktop programs
- download the latest product manuals in PDF format
- download free support and repair tools
- access our comprehensive knowledge database and FAQs for troubleshooting
- access country-specific support addresses.

Your Avira Team

1.1 Icons and emphases

The following icons are used:

Icon / designation	Explanation
✓	Placed before a condition which must be fulfilled prior to execution of an action.
▸	Placed before an action step that you perform.
→	Placed before an event that follows the previous action.
Warning	Placed before a warning when critical data loss might occur.

Note	Placed before a link to particularly important information or a tip which makes your Avira product easier to use.

The following emphases are used:

Emphasis	Explanation
Italics	File name or path data.
	Displayed software interface elements (e.g. window section or error message).
Bold	Clickable software interface elements (e.g. menu item, navigation area, option box or button).

2. Product information

This chapter contains all information relevant to the purchase and use of your Avira product:

- see Chapter: Delivery scope
- see Chapter: System requirements
- see Chapter: Licensing and Upgrade
- see Chapter: License Manager

Avira products are comprehensive and flexible tools you can rely on to protect your computer from viruses, malware, unwanted programs and other dangers.

▸ Please note the following information:

Note
Loss of valuable data usually has dramatic consequences. Even the best virus protection program cannot provide one hundred percent protection from data loss. Make regular copies (Backups) of your data for security purposes.

Note
A program can only provide reliable and effective protection from viruses, malware, unwanted programs and other dangers if it is up-to-date. Make sure your Avira product is up-to-date with automatic updates. Configure the program accordingly.

2.1 Delivery scope

Your Avira product has the following functions:

- Control Center for monitoring, managing and controlling the entire program
- Central configuration with user-friendly standard and advanced options and context-sensitive help
- System Scanner (on-demand scan) with profile-controlled and configurable scan for all known types of virus and malware
- Integration into the Windows Vista User Account Control allows you to carry out tasks requiring administrator rights.
- Realtime Protection (on-access scan) for continuous monitoring of all file access attempts

- ProActiv component for the permanent monitoring of program actions (for 32-bit system only, not available under Windows 2000)
- Mail Protection (POP3 Scanner, IMAP Scanner and SMTP Scanner) for the permanent checking of emails for viruses and malware. Checking of email attachments is included
- Web Protection for monitoring data and files transferred from the Internet using the HTTP protocol (monitoring of ports 80, 8080, 3128)
- Integrated quarantine management to isolate and process suspicious files
- Rootkits protection for detecting hidden malware installed in your computer system (rootkits)
  (Not available under Windows XP 64 bit)
- Direct access to detailed information on the detected viruses and malware via the Internet
- Simple and quick updates to the program, virus definitions, and search engine through Single File Update and incremental VDF updates via a web server on the Internet
- User-friendly licensing in License Manager
- Integrated Scheduler for planning one-off or recurring jobs such as updates or scans
- Extremely high virus and malware detection via innovative scanning technology (scan engine) including heuristic scanning method
- Detection of all conventional archive types including detection of nested archives and smart extension detection
- High-performance multithreading function (simultaneous high-speed scanning of multiple files)

2.2 System requirements

The system requirements are as follows:

- Computer Pentium or later, at least 1 GHz
- Operating system
  - Windows XP, SP2 (32 or 64 bit) or
  - Windows Vista (32 or 64 bit, SP1) or
  - Windows 7 (32 or 64 bit)
- At least 150 MB of free hard disk memory space (more if using quarantine for temporary storage)
- At least 512 MB RAM under Windows XP
- At least 1024 MB RAM under Windows Vista, Windows 7
- For the program installation: Administrator rights
- For all installations: Windows Internet Explorer 6.0 or higher
- Internet connection where appropriate (see Installation)

2.3 Licensing and Upgrade

In order to be able to use your Avira product, you require a license. You thereby accept the license terms.

The license is provided in the form of an activation key. The activation key is a code comprising letters and numbers that you will receive after purchasing the Avira product. The activation key contains the exact data of your license, i.e. which programs have been licensed for which period of time.

The activation key will be sent to you by email, if you have purchased your Avira product on the Internet or it is rendered on the product packaging.

In order to license your program, please enter your activation key to activate the program. The product activation may be performed during installation. However, you can also activate your Avira product after the installation in License Manager, under Help > License management.

In License Manager, you have the option of launching an upgrade for a product from the Avira desktop product family. Manual uninstallation of the old product and manual installation of the new product is not required. When upgrading from License Manager, you enter the activation code for the product you want to upgrade in the License Manager input box. The new product is automatically installed.

To achieve high reliability and security for your computer, Avira sends a pop-up item to remind you to upgrade your system to the newest version. Just click the **Upgrade** link on the pop-up item for the migration to AV12 and you will be guided to your product specific upgrade site.

You have the possibility to upgrade the product you are used to, or you may obtain a more comprehensive product. The product overview page shows what kind of product you are using right now and offers the chance to compare your product to other Avira products. If you need more information click the **information** icon right beside the product name. If you want to remain on the same product, click **Upgrade** and the download of the new version starts immediately. If you like to obtain a more comprehensive product, click the **Buy** button at the bottom of the product column. You will be automatically forwarded to the Avira online shop where you can do your purchase order.

> **Note**
> Depending on your product and your operating system you may need administrator rights to perform the upgrade. Login as an administrator and install the newest versions.

The following product upgrades can be executed:

- Upgrade of Avira AntiVir Personal to Avira Free Antivirus.

- Upgrade of Avira AntiVir Personal to Avira Antivirus Premium 2012.
- Upgrade of Avira AntiVir Premium to Avira Internet Security 2012.
- Upgrade of Avira AntiVir Premium Security Suite to Avira Professional Security.

2.3.1 License manager

The Avira Antivirus Premium 2012 License Manager enables very simple installation of the Avira Antivirus Premium 2012 license.

Avira Antivirus Premium 2012 License Manager

Avira Antivirus Premium 2012 License Manager
Avira Antivirus Premium 2012
The selected file is an Avira Antivirus Premium 2012 license key file.
You can now install this license into your Avira Antivirus Premium 2012 product. Please select the apropriate Avira Antivirus Premium 2012 installation into which you would like to have this license installed and click OK.
Note: only those local Avira Antivirus Premium 2012 products for which this license key file contains a valid license are displayed.
License
Valid until
Destination Directory
Avira Antivirus Premium 2012
12/31/2011
C:\Program Files\Avira\AntiVir
OK
Cancel

You can install the license by selecting the license file in your file manager or in the activation email with a double click and following the relevant instructions on the screen.

> **Note**
> The Avira Antivirus Premium 2012 License Manager automatically copies the corresponding license in the relevant product folder. If a license already exists, a note appears as to whether the existing license file is to be replaced. In this case the existing file is overwritten by the new license file.

3. Installation and uninstallation

3.1 Overview

This chapter contains information relating to the installation and uninstallation of your Avira product.

- see Chapter: Pre-Setup: Requirements, preparing the computer for installation
- see Chapter: Express installation: Standard installation according to default settings
- see Chapter: Custom installation: Configurable installation
- see Chapter: Test product installation
- see Chapter: Configuration Wizard
- see Chapter: Change installation
- see Chapter: Installation modules
- see Chapter: Uninstallation: Uninstall

3.1.1 Installation types

During installation you can select a setup type in the installation wizard:

Express

- The program files are installed into a specified default folder under *C:\Program Files*.
- Your Avira product is installed with default settings. You have the option of defining custom settings using the configuration wizard.

Custom

- You can choose to install individual program components (see Chapter Installation and uninstallation > Installation modules).
- A target folder can be selected for the program files to be installed.
- You can disable **Create a desktop icon and program group** in the **Start** menu.
- Using the configuration wizard, you can define custom settings for your Avira product and initiate a short system scan that is performed automatically after installation.

3.2 Pre-Setup

Note
Before installation, check whether your computer fulfils all the minimum system

requirements. If your computer satisfies all requirements, you can install the Avira product.

Note
When installing on a server operating system, the Realtime Protection and the files protection are not available.

Pre-Setup

✓ Close your email program. It is also recommended to end all running applications.
✓ Make sure that no other virus protection solutions are installed. The automatic protection functions of various security solutions may interfere with each other.

↳ The Avira product will search for possible incompatible software on your computer.

↳ If potentially incompatible software is detected Avira generates a list of these programs.

↳ It is recommended to remove these software programs in order not to endanger the stability of your computer.

▸ Select the check box for those programs that should be removed automatically from your computer and click **Next**.

▸ You have to confirm manually the uninstallation of some programs. Select the programs and click **Next**.

↳ The uninstallation of one or more of the selected programs requires a restart of your computer. After reboot the installation will continue.

Warning
Your computer will not be protected until the installation of the Avira product is finished.

Install

The installation program runs in self-explanatory dialog mode. Every window contains a certain selection of buttons to control the installation process.

The most important buttons are assigned the following functions:

- **OK**: Confirm action.
- **Abort**: Abort action.
- **Next**: Go to next step.
- **Back**: Go to previous step.

- Establish an internet connection: The Internet connection is necessary for performing the following installation steps:
  - Downloading the current program file and scan engine as well as the latest virus definition files via the installation program (for internet-based installation)
  - Activating the program
  - Where appropriate, carrying out an update after completed installation
- Keep the license key for your Avira product handy when you want to activate the program.

> **Note**
> **Internet-based installation:**
> For the Internet-based installation of the program, an installation program is provided that loads the current program file prior to installation by the Avira web servers. This process ensures that your Avira product is installed with the latest virus definition file.
>
> **Installation with an installation package:**
> The installation package contains both the installation program and all necessary program files. No language selection for your Avira product is available for installation with an installation package. We recommend that you carry out an update of the virus definition file after installation.

> **Note**
> For product activation, your Avira product uses the HTTP protocol and Port 80 (web communication), as well as encryption protocol SSL and port 443, to communicate with the Avira servers. If you are using a firewall, please ensure that the required connections and/or incoming or outgoing data are not blocked by the firewall.

3.3 Express installation

Installing your Avira product:

Start the installation program by double-clicking the installation file you have downloaded from the Internet or insert the program CD.

Internet-based installation

↳ The **Welcome** screen appears.

- Click **Next** to continue with the installation.

↳ The dialog **Language selection** appears.

- Select the language you want to use to install your Avira product and confirm your language selection by clicking **Next**.
  - ↪ The dialog box **Download** appears. All files necessary for installation are downloaded from the Avira web servers. The **Download** window closes after conclusion of the download.

Installation with an installation package

- ↪ The window **Preparing installation** appears.
- ↪ The installation file is extracted. The installation routine is started.
- ↪ The dialog box **Select installation type** appears.

> **Note**
> By default Express installation is preset. All standard components will be installed which you may not configure. If you like to execute a customized installation, please refer to the chapter: Installation > Custom installation.

- You may participate in the *Avira ProActiv Community* (Configuration > Realtime Scanner > ProActiv).
- Confirm that you accept the **End User License Agreement**. For reading the detailed text of the **End User License Agreement**, click the **EULA** link.
- Click **Next**.
- If you have chosen to take part in the Avira ProActiv Community, the **Avira ProActiv Community** information window appears. You may obtain more details on the expanded online scan.
- Click **Next**.
  - ↪ The **License Wizard** opens and helps you to activate your product.
  - ↪ You have the opportunity to configure a Proxy server right here.
- Click **Proxy settings** for configuration and confirm your settings with **OK**.
  - ↪ If you already received an activation key, select **Activate product**.

  Alternatively, click the link **I already have a valid HBEDV.KEY License file**.
  - ↪ The **Open File Dialog** appears.
- Select your *HBEDV.KEY* and click **Open**.
  - ↪ The activation code is copied to the License Wizard.
- Click **Next**.
- If you would like to test the product, continue reading at chapter Test product installation.
  - ↪ The installation progress is displayed by a green bar.
- Click **Finish** to end setup process and close the **License Wizard**.

- ↪ The Avira Tray Icon is placed in the taskbar.
- ↪ In order to ensure effective protection for your computer, the module **Updater** will search for possible updates.
- ↪ The **Luke Filewalker** window opens and a short system scan is performed. The status of the check as well as the results are displayed.

- If after the scan you are asked to restart your computer, click **Yes** to ensure that your system is fully protected.

After a successful installation, we recommend that you check the program is up-to-date in the **Status** field of the Control Center.

- If your Avira product shows that your computer is not secure, click **Fix problem**.
  - ↪ The dialog **Restore protection** opens.
- Activate the preset options in order to maximize the security of your system.
- If appropriate, perform a complete system scan afterwards.

3.4 Custom Installation

Installing your Avira product:

Start the installation program by double-clicking the installation file you have downloaded from the Internet or insert the program CD.

Internet-based installation

- ↪ The **Welcome** screen appears.

- Click **Next** to continue with the installation.
  - ↪ The dialog **Language selection** appears.
- Select the language you want to use to install your Avira product and confirm your language selection by clicking **Next**.
  - ↪ The dialog box **Download** appears. All files necessary for installation are downloaded from the Avira web servers. The **Download** window closes after conclusion of the download.

Installation with an installation package

- ↪ The window **Preparing installation** appears.
- ↪ The installation file is extracted. The installation routine is started.
- ↪ The dialog box **Select installation type** appears.

Note
By default Express installation is preset. All standard components will be installed which you may not configure. If you like to execute an Express installation, please refer to the chapter: Installation > Express installation.

- Choose **Custom** to install individual program components.
- Confirm that you accept the **End User License Agreement**. For reading the detailed text of the **End User License Agreement**, click the **EULA** link.
- Click **Next**.
  - ↪ The **Choose Destination Folder** window opens.
  - ↪ The default folder will be *C:\Program Files\Avira\AntiVir Desktop*
- Click **Next** to continue.

  -OR-

  Use the **Browse** button to select a different destination folder and confirm by clicking **Next**.
  - ↪ The **Install components dialog** appears:
- Select or deselect components from the list and confirm with **Next** to proceed.
  - ↪ If you have chosen to install the ProActiv component, the **Avira ProActiv Community** window appears.
    You have the option of confirming participation in the Avira ProActiv Community: If this option is enabled, Avira ProActiv sends data on suspicious programs detected by the ProActiv component to the Avira Malware Research Center. The data is used only for an advanced online scan and to expand and refine detection technology. You can use the **further information** link to obtain more details on the expanded online scan.
- If the dialogue box **Avira ProActiv Community** has been displayed, enable or disable participation in the Avira ProActiv Community and confirm by clicking **Next**.
  - ↪ In the following dialog box you can decide whether to create a desktop shortcut and/or a program group in the **Start** menu.
- Click **Next**.
  - ↪ The **License Wizard** opens.

You have the following options to activate the program:

- Enter an activation key.
  - ↪ By entering your activation key, your Avira product is activated with your license.
- Select the option **Product testing**
  - ↪ If you select **Product testing** an evaluation license to activate the program will be generated during the activation process. You can test the Avira product with

its complete range of functions for a certain period of time (see Test product installation).

Note
By using the option **Valid hbedv.key license file available** you can load a valid license file. During product activation with a valid activation key the license key is generated and saved in the program directory of your Avira product. Use this option if you have already activated a product and want to re-install your Avira product.

Note
In some sales versions of Avira products, an activation key has already been included in the product. For this reason the activation need not be entered. If and when necessary, the activation key is displayed in the license wizard.

Note
In order to activate the program, a connection to the Avira servers is established. Under **Proxy settings** you can configure the Internet link by a proxy server.

- Select an activation process and click **Next** to confirm.

Product activation

→ A dialog box will be opened in which you can enter your personal data.

- Enter your data and click **Next**.

→ Your data is transmitted to the Avira servers and scanned. Your Avira product is activated by means of your license.

→ Your license data will be displayed in the next window.

- Click **Next**.
- Skip the following chapter on "**Select the option Valid hbedv.key available**".

Select the option "Valid hbedv.key available"

→ A box will be opened for loading the license file.

- Select the license file *hbedv.key* with your license data for the program, and click **Open**.

→ Your license data will be displayed in the next window.

- Click **Next**.

Continuation after completed activation or loading of the license file

- Click **Finish** to end setup process.
  - ↪ The **Installation Wizard** is closed and the **Configuration Wizard** will open.

3.5 Test product Installation

Installing your Avira product:

Start the installation program by double-clicking the installation file you have downloaded from the Internet or insert the program CD.

Internet-based installation

- ↪ The **Welcome** screen appears.
- Click **Next** to continue with the installation.
  - ↪ The dialog **Language selection** appears.
- Select the language you want to use to install your Avira product and confirm your language selection by clicking **Next**.
  - ↪ The dialog box **Download** appears. All files necessary for installation are downloaded from the Avira web servers. The **Download** window closes after conclusion of the download.

Installation with an installation package

- ↪ The window **Preparing installation** appears.
- ↪ The installation file is extracted. The installation routine is started.
- ↪ The dialog box **Select installation type** appears.

> **Note**
> By default Express installation is preset. All standard components will be installed which you may not configure. If you like to execute an Express installation, please refer to the chapter: Installation > Express installation.

- You may participate in the *Avira ProActiv Community* .
- Confirm that you accept the **End User License Agreement**. For reading the detailed text of the **End User License Agreement**, click the **EULA** link.
- Click **Next**.
- If you have chosen to take part in the Avira ProActiv Community, the **Avira ProActiv Community** information window appears. You may obtain more details on the expanded online scan.
- Click **Next**.

- ↪ The **License Wizard** opens, use to help you activate your product.
- ↪ You have the opportunity to configure a **Proxy server** right here.

- Click **Proxy settings** for configuration and confirm your settings with **OK**.
- Select the option **Product Test** in the License Wizard and click **Next**.
- Insert your data into the required fields of **Registration**. Please decide whether to subscribe to the **Avira Newsletter** and click **Next**.
  - ↪ The installation progress is displayed by a green bar.
  - ↪ Click **Finish** to end setup and to close the License Wizard.
- You will be asked to restart your system in order to activate your Avira product. Click **Yes** to reboot your computer immediately.
  - ↪ The Avira Tray Icon is placed in the taskbar.
  - ↪ Your evaluation license is valid for 31 days.

3.6 Configuration Wizard

At the end of a user-defined installation, the configuration wizard is opened. The configuration wizard enables you to define custom settings for your Avira product.

- Click **Next** in the welcome window of the configuration wizard to begin configuration of the program.
  - ↪ The **Configure AHeAD** dialog box enables you to select a detection level for the AHeAD technology. The detection level selected is used for the System Scanner (On-demand scan) and Realtime Protection (On-access scan) AHeAD technology settings.
- Select a detection level and continue the installation by clicking **Next**.
  - ↪ In the following dialog box **Select extended threat categories**, you can adapt the protective functions of your Avira product to the threat categories specified.
- Where appropriate, activate further threat categories and continue the installation by clicking **Next**.
  - ↪ If you have selected the Avira Realtime Protection installation module, the **Realtime Protection start mode** dialog box appears. You can stipulate the Realtime Protection start time. At each computer reboot, the Realtime Protection will be started in the start mode specified.

Note
The specified Realtime Protection start mode is saved in the registry and cannot be changed via the Configuration.

Note
When the default start mode for Realtime Protection (Normal start) has been chosen and the logon process upon startup is carried out fast, programs configured to start automatically upon startup might not be scanned because they might be up and running before the Realtime Protection has been started completely.

- Enable the required option and continue the configuration by clicking **Next**.
  - ↪ In the following **System scan** dialog box, a short system scan can be enabled or disabled. The short system scan is performed after the configuration has been completed and before the computer is rebooted, and scans running programs and the most important system files for viruses and malware.
- Enable or disable the **Short system scan** option and continue the configuration by clicking **Next**.
  - ↪ In the following dialog box, you can complete the configuration by clicking **Finish**
  - ↪ The specified and selected settings are accepted.
  - ↪ If you have enabled the **Short system scan** option, the **Luke Filewalker** window opens. The Scanner performs a short system scan.
- If after the scan you are asked to restart your computer, click **Yes** to ensure that your system is fully protected.

After a successful installation, we recommend that you check whether the program is up-to-date in the **Status** field of the **Control Center**.

- If your Avira product shows that your computer is not secure, click **Fix problem**.
  - ↪ The dialog **Restore protection** opens.
- Activate the preset options in order to maximize the security of your system.
- If appropriate, perform a complete system scan afterwards.

3.7 Change installation

You have the option of adding or removing individual program components of the current Avira product installation (see Chapter Installation and uninstallation > Installation modules).

If you wish to add or remove modules of the current installation, you can use the option **Add or Remove Programs** in the **Windows control panel** to **Change/Remove** programs.

Select your Avira product and click **Change**. In the **Welcome** dialog of the program, select the option **Modify**. You will be guided through the installation changes.

3.8 Installation modules

In a user-defined installation or a change installation, the following installation modules can be selected, added or removed.

- **Avira Antivirus Premium 2012**
  This module contains all components required for successful installation of your Avira product.
- **Avira Realtime Protection**
  The Avira Realtime Protection runs in the background. It monitors and repairs, if possible, files during operations such as open, write and copy in on-access mode. Whenever a user carries out a file operation (e.g. load document, execute, copy), the Avira product automatically scans the file. Renaming a file does not trigger a scan by Avira Realtime Protection.
- **Avira ProActiv**
  The ProActiv component monitors application actions and alerts users to suspicious application behavior. This behavior-based recognition enables you to protect yourself against unknown malware. The ProActiv component is integrated into Avira Realtime Protection.
- **Avira Mail Protection**
  Mail Protection is the interface between your computer and the email server from which your email program (email client) downloads emails. Mail Protection is connected as a so-called proxy between the email program and the email server. All incoming emails are routed through this proxy, scanned for viruses and unwanted programs and forwarded to your email program. Depending on the configuration, the program processes the affected emails automatically or asks the user for a certain action.
- **Avira Web Protection**
  When surfing the Internet, you are using your web browser to request data from a web server. The data transferred from the web server (HTML files, script and image files, Flash files, video and music streams, etc.) will normally be moved directly into the browser cache for display in the web browser, meaning that an on-access scan as performed by Avira Realtime Protection is not possible. This could allow viruses and unwanted programs to access your computer system. Web Protection is what is known as an HTTP proxy which monitors the ports used for data transfer (80, 8080, 3128) and scans the transferred data for viruses and unwanted programs. Depending on the configuration, the program may process the affected files automatically or prompt the user for a specific action.
- **Avira Rootkits Protection**
  Avira Rootkits Protection checks whether software is already installed on your computer that can no longer be detected with conventional methods of malware protection after penetrating the computer system.
- **Shell Extension**
  The Shell Extension generates an entry **Scan selected files with Avira** in the context menu of the Windows Explorer (right-hand mouse button). With this entry you can directly scan files or directories.

3.9 Uninstallation

If you wish to remove the Avira product from your computer, you can use the option **Add or Remove Programs** to **Change/Remove** programs in the Windows Control Panel.

To uninstall your Avira product (e.g. in Windows XP and Windows Vista):

- Open the **Control Panel** via the Windows **Start** menu.
- Double click on **Programs** (Windows XP: **Software**).
- Select your Avira product in the list and click **Remove**.
  - ↳ You will be asked if you really want to remove the program.
- Click **Yes** to confirm.
  - ↳ All components of the program are removed.
- Click **Finish** to complete uninstallation.
  - ↳ Where appropriate, a dialog box appears recommending that your computer be restarted.
- Click **Yes** to confirm.
  - ↳ The Avira product is now uninstalled and all directories, files and registry entries for the program are deleted when your computer is restarted.

4. Overview of Avira Antivirus Premium 2012

This chapter contains an overview of the functionality and operation of your Avira product.

- see Chapter Interface and operation
- see Chapter How to...?

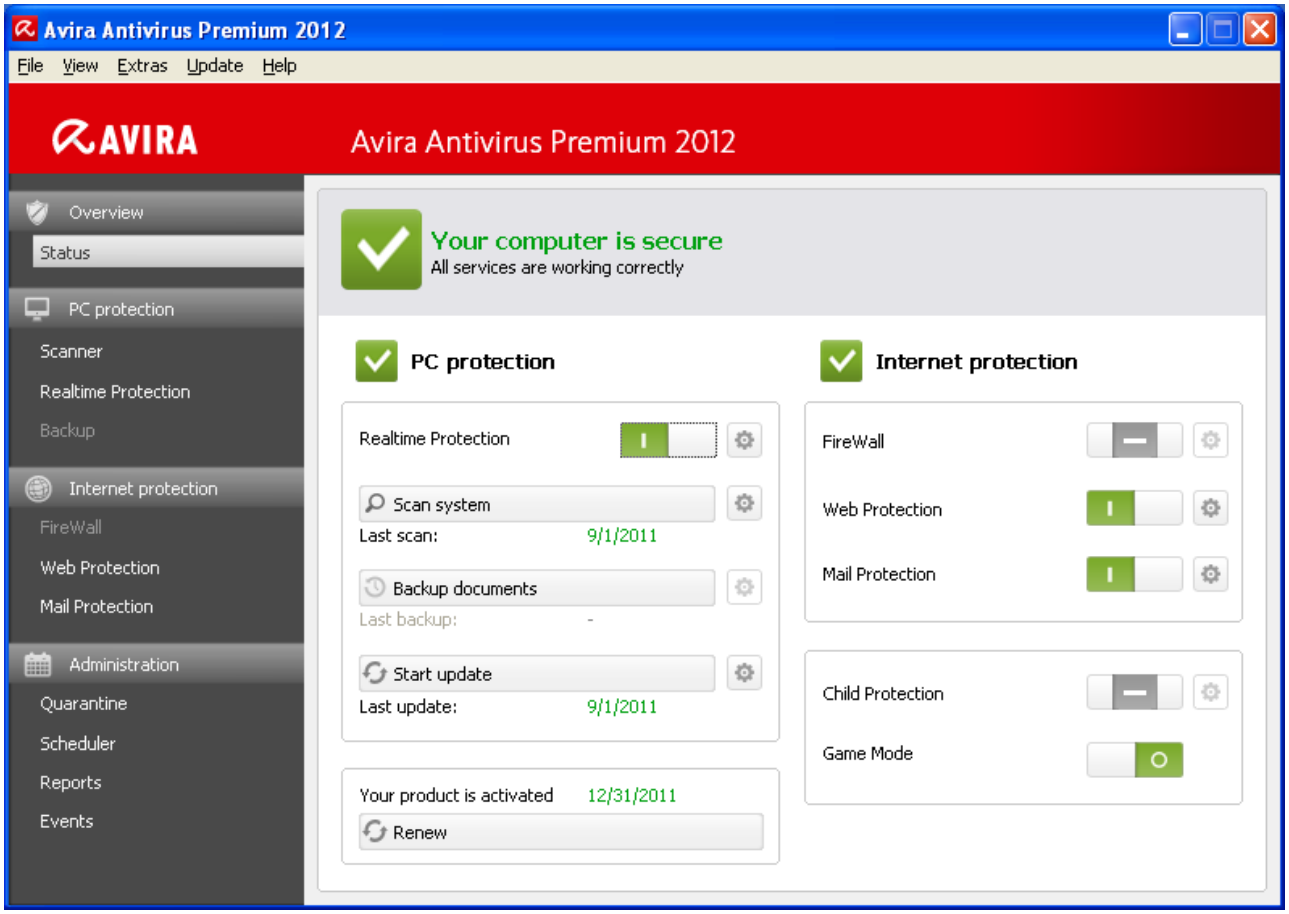
4.1 User interface and operation

You operate your Avira product via three program interface elements:

- Control Center: monitoring and controlling the Avira product
- Configuration: Configuring the Avira product
- Tray Icon in the system tray of the taskbar: Opening the Control Center and other functions

4.1.1 Control Center

The Control Center is designed to monitor the protection status of your computer systems and control and operate the protection components and functions of your Avira product.



The Control Center window is divided into three areas: The **Menu bar**, the **Navigation bar** and the detail window **Status**:

- **Menu bar:** In the Control Center menu bar, you can access general program functions and information on the program.
- **Navigation area:** In the navigation area, you can easily swap between the individual sections of the Control Center. The individual sections contain information and functions of the program components and are arranged in the navigation bar according to activity. Example: Activity *Local Protection* - Section **Realtime Protection**.
- **Status:** This window shows the section selected in the navigation area. Depending on the section, you will find buttons to execute functions and actions in the upper bar of the detail window. Data or data objects are displayed in lists in the individual sections. You can sort the lists by clicking in the box defining how you wish to sort the list.

4.1.2 Starting and closing of Control Center

To start the Control Center the following options are available:

- Double-click the program icon on your desktop
- Via the program entry in the **Start > Programs** menu.
- Via the Tray Icon of your Avira product.

Close the Control Center via the menu command **Close** in the menu **File** or by clicking on the close tab in the Control Center.

4.1.3 Operate Control Center

To navigate in the Control Center

- Select an activity in the navigation bar.
  - ↪ The activity opens and other sections appear. The first section of the activity is selected and displayed in the view.
- If necessary, click another section to display this in the detail window.

> **Note**
> You can activate the keyboard navigation in the menu bar with the help of the [**Alt**] key. If navigation is activated, you can move within the menu with the **arrow** keys. With the **Return** key you activate the active menu item.
> To open or close menus in the Control Center, or to navigate within the menus, you can also use the following key combinations: [**Alt**] + underlined letter in the menu or menu command. Hold down the [**Alt**] key if you want to access a menu, a menu command or a submenu.

To process data or objects displayed in the detail window:

- Highlight the data or object you wish to edit.

  To highlight multiple elements (elements in columns), hold down the control key or the shift key while selecting the elements.
- Click the appropriate button in the upper bar of the detail window to edit the object.

4.1.4 Control Center overview

- **Status**: In **Status** screen you will find all sections with which you can monitor the functioning of your Avira product.

  The **Status** section lets you see at a glance which program modules are active and provides information on the last update performed. You can also see whether you own a valid license.
- **Local protection**: In **Local protection** you will find the components for checking the files on your computer system for viruses and malware.

  The Scan section enables you to easily configure and start an on-demand scan. Predefined profiles enable you to run a scan with already adapted standard options. In the same way it is possible to adapt the scan for viruses and unwanted programs to your personal requirements with the help of manual selection (not saved) or by creating user-defined profiles.
  The Realtime Protection section displays information on scanned files, as well as other statistical data, which can be reset at any time, and enables access to the

report file. More detailed information on the last virus or unwanted program detected can be obtained practically "at the push of a button".

- **Online protection**: In **Online protection** you will find the components to protect your computer system against viruses and malware from the Internet, and against unauthorized network access.

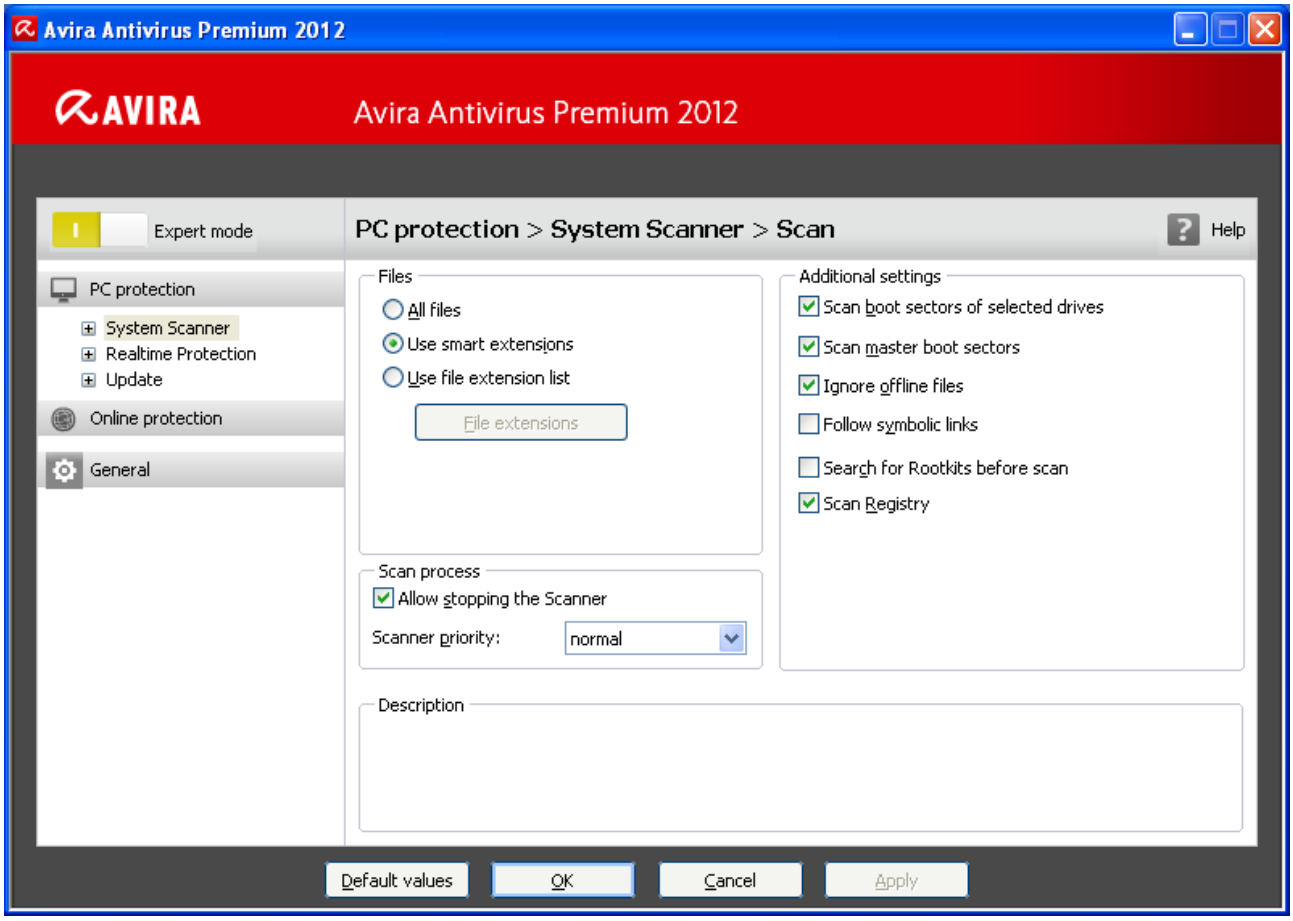
  The Mail Protection section shows you all the emails scanned by Mail Protection, their properties and other statistical data.
  The Web Protection section displays information on scanned URLs and detected viruses, as well as other statistical data, which can be reset at any time and enables access to the report file. More detailed information on the last virus or unwanted program detected can be obtained practically "at the push of a button".

- **Management**: In **Management** you will find tools for isolating and managing suspicious or infected files, and for planning recurring tasks.

  The Quarantine section contains the so-called quarantine manager. This is the central point for files already placed in quarantine or for suspect files that you would like to place in quarantine. It is also possible to send a selected file to the Avira Malware Research Center by email.
  The Scheduler section enables you to configure scheduled scanning and update jobs and to adapt or delete existing jobs.

4.1.5 Configuration

You can define settings for your Avira product in the Configuration. After installation, your Avira product is configured with standard settings, ensuring optimal protection for your computer system. However, your computer system or your specific requirements for your Avira product may mean you need to adapt the protective components of the program.



The Configuration opens a dialog box: You can save your configuration settings via the **OK** or **Apply** buttons, delete your settings by clicking the Cancel button or restore your default configuration settings using the **Default values** button. You can select individual configuration sections in the left-hand navigation bar.

4.1.6 Accessing the Configuration

You have several options for accessing the configuration:

- via the Windows control panel.
- via the Windows Security Center - from Windows XP Service Pack 2.
- via the Tray Icon of your Avira product.
- in the Control Center via the menu item Extras > Configuration.
- in the Control Center via the Configuration button.

Note
If you are accessing configuration via the **Configuration** button in the Control Center, go to the Configuration register of the section which is active in the Control Center. **Expert mode** must be activated to select individual

configuration registers. In this case, a dialog appears asking you to activate expert mode.

4.1.7 Configuration operation

Navigate in the configuration window as you would in Windows Explorer:

- Click an entry in the tree structure to display this configuration section in the detail window.
- Click the plus symbol in front of an entry to expand the configuration section and display configuration subsections in the tree structure.
- To hide configuration subsections, click on the minus symbol in front of the expanded configuration section.

Note
To enable or disable Configuration options and use the buttons, you can also use the following key combinations: [**Alt**] + underlined letter in the option name or button description.

Note
All configuration sections are only displayed in **expert mode**. Activate **expert mode** to view all configuration sections. Expert mode can be protected by a password that must be defined during activation.

If you want to confirm your Configuration settings:

- Click **OK**.
  - ↪ The configuration window is closed and the settings are accepted.

  - OR -
- Click **Accept**.
  - ↪ The settings are applied. The configuration window remains open.

If you want to finish configuration without confirming your settings:

- Click **Cancel**.
  - ↪ The configuration window is closed and the settings are discarded.

If you want to restore all configuration settings to default values:

- Click **Restore defaults**.
  - ↪ All settings of the configuration are restored to default values. All amendments and custom entries are lost when default settings are restored.

Overview of configuration options

The following configuration options are available:

- **System Scanner**: Configuration of on-demand scan
  - Scan options
  - Action on detection
  - File scan options
  - On-demand scan exceptions
  - On-demand scan heuristics
  - Report function setting
- **Realtime Protection**: Configuration of on-access scan
  - Scan options
  - Action on detection
  - On-access scan exceptions
  - On-access scan heuristics
  - Report function setting
- **Mail Protection**: Configuration of Mail Protection
  - Scan options: Enable the monitoring of POP3 accounts, IMAP accounts, outgoing emails (SMTP)
  - Actions on malware
  - Mail Protection scan heuristics
  - Mail Protection scan exceptions
  - Configuration of cache, empty cache
  - Report function setting
- **Web Protection**: Configuration of Web Protection
  - Scan options, enabling and disabling the Web Protection
  - Action on detection
  - Blocked access: Unwanted file types and MIME types, Web filter for known unwanted URLS (malware, phishing, etc.)
  - Web Protection scan exceptions: URLs, file types, MIME types
  - Web Protection heuristics
  - Report function setting
- **General**:
  - Extended risk categories for on-demand and on-access scan
  - Password protection for access to the Control Center and the Configuration
  - Security: Update status display, complete system scan status display, product protection
  - WMI: Enable WMI support
  - Event log configuration
  - Configuration of report functions
  - Setting of directories used
  - Update: Configuration of connection to download server, set-up of product updates
  - Configuration of acoustic alerts when malware is detected

4.1.8 Tray icon

After installation, you will see the tray icon of your Avira product in the system tray of the taskbar:

Icon	Description
	Avira Realtime Protection is enabled
	Avira Realtime Protection is disabled

The tray icon displays the status of the Realtime Protection service.

Central functions of your Avira product can be quickly accessed via the context menu of the **tray icon**. To open the context menu, click the **tray icon** with the right-hand mouse button.

4.1.9 Entries in the context menu

- **Activate Avira Realtime Protection**: Enables or disables the Avira Realtime Protection.
- **Enable Avira Mail Protection**:. Enables or disables the Avira Mail Protection.
- **Enable Avira Web Protection**: Enables or disables the Avira Web Protection.
- **Start Avira**: Opens the Control Center.
- **Configure Avira**: Opens the Configuration
- **Start update** Starts an update.
- **Help**: opens the Online Help.
- **About Avira Antivirus Premium 2012:** Opens a dialog box with information on your Avira product: Product information, Version information, License information.
- **Avira on the Internet**: Opens the Avira web portal on the Internet. The condition for this is that you have an active connection to the Internet.

4.2 How to...?

4.2.1 Activate license

To activate your Avira product's license:

Activate your license for your Avira product with the license file *hbedv.key*. You can obtain the license file by email from Avira. The license file contains the license for all products that you have ordered in one order process.

If you have not yet installed your Avira product:

- Save the license file to a local directory on your computer.
- Install your Avira product.
- During installation, enter the save location of the license file.

If you have already installed your Avira product:

- Double-click the license file in File Manager or in the activation email and follow the on-screen instructions when License Manager opens.

  - OR -

  In your Avira product's Control Center, select the menu item **Help > Load license file…**

> **Note**
> In Windows Vista the User Account Control dialog box appears. Log in as administrator if appropriate. Click **Continue**.

- Highlight the license file and click **Open**.
  - ↪ A message appears.
- Click **OK** to confirm.
  - ↪ The license is activated.
- If necessary, restart your system.

4.2.2 Automatic license renewal

To renew your Avira product's license automatically:

You may renew automatically your license for your Avira product by activating the check box in the *License renewal* section of the Online Shop.

If you have not yet installed your Avira product:

- Select your product in the Avira Online Shop.

- Select the check box **Automatically renew license at expiration**.
- Click **Next** to review your entire purchase data.
- Select **Automatically renew license at expiration** again.
- Accept the *End User License Agreement*.
- Click **Complete purchase** to save and process your order.

If you have already installed your Avira product:

- Click **Status** in the sidebar of the Control Center.

  Click the option **Renew** next to *Your product is activated until: ...*

Your request will be sent to the *License Overview* section of the Avira homepage. The License Overview section displays the product(s) you have licenses for and you may change the status of the **Automatic renewal** feature here. The feature offers two options: **ON** and **OFF**, and displays *N/A* if the license is not eligible for automatic renewal. Change the Automatic renewal status by clicking **ON** or **OFF**. If you change the license renewal status from **ON** to **OFF** you will receive a message that your license will no longer be renewed automatically.

- Click **OK** to confirm your choice.
  - ↪ If you change the status from **OFF** to **ON** you will receive the message that your license will be automatically renewed 35 days prior to expiration.
- Click **OK** to confirm the change of status.
  - ↪ If the status is **ON** the due date of the automatic renewal is displayed.
- Insert your email address into the **Send license(s) to ...** field and click **Send** to forward your license(s) to Avira.
  - ↪ If you enabled the **Automatically renew license at expiration** function, Avira will send you an email as reminder 40 days prior to the license expiration.

4.2.3 Activate product

To activate your Avira product, you have the following options:

Activation with a valid full license

To activate the program with a full license, you need a valid activation key, which holds data of the license you have purchased. You have received the activation key from us either by email or it has been printed on the product packaging.

Activation with an evaluation license

Your Avira product is activated with an automatically generated evaluation license, with which you can test the Avira product with its complete range of function for a limited period of time.

Note
For product activation or for a test license you need an active Internet link.
If no connection can be established to the servers of Avira, please check the settings of the firewall used: Connections via the HTTP protocol and port 80 (web communication) and via the encryption protocol SSL and port 443 are used for product activation. Make sure that your firewall does not block incoming and outgoing data. First of all check whether you can access web pages with your web browser.

The following describes how to activate your Avira product:

If you have not yet installed your Avira product:

- Install your Avira product.
  - ↪ During the installation process you will be asked to select an activation option
- **Activate product***:* Activation with a valid full license
- **Test product***:* Activation with an evaluation license
- Enter the activation key for an activation with a full license.
- Acknowledge the selection of the activation procedure by clicking **Next**.
- If and when necessary, enter your personal data for registration and acknowledge by clicking **Next**.
  - ↪ Your license data will be displayed in the next window. Your Avira product has been enabled.
- Continue to install.

If you have already installed your Avira product:

- In the Control Center, select the menu item **Help > License management**.
  - ↪ The *license wizard* opens, in which you can select an activation option. The next steps of product activation are identical with the procedure described above.

4.2.4 Perform automatic updates

To create a job with the Avira Scheduler to update your Avira product automatically:

- In the Control Center, select the section **Administration > Scheduler**.
- Click the **Insert new job** icon.
  - ↪ The dialog box **Name and description of the job** appears.
- Give the job a name and, where appropriate, a description.
- Click **Next**.
  - ↪ The dialog box **Type of job** is displayed.

- Select **Update job** from the list.
- Click **Next**.
  - ↪ The dialog box **Time of job** appears.
- Select a time for the update:

- **Immediately**
- **Daily**
- **Weekly**
- **Interval**
- **Single**
- **Login**

> **Note**
> We recommend regular and frequent updates. The recommended update interval is: 2 hours.

- Where appropriate, specify a date according to the selection.
- Where appropriate, select additional options (availability depends on type of job):

- **Repeat job if time has expired**
  Past jobs are performed that could not be performed at the required time, for example because the computer was switched off.
- **Start job while connecting to the Internet connection (dial-up)**
  In addition to the defined frequency, the job is performed when an Internet connection is set up.

- Click **Next**.
  - ↪ The dialog box **Select display mode** appears.
- Select the display mode of the job window:

- **Invisible**: No job window
- **Minimize**: progress bar only
- **Maximize**: Entire job window

- Click **Finish**.
  - ↪ Your newly created job appears on the start page of the **Administration > Scheduler** section with the status enabled (check mark).
- Where appropriate, deactivate jobs that are not to be performed.

Use the following icons to further define your jobs:

View properties of a job

Edit job

Delete job

Start job

 Stop job

4.2.5 Start a manual update

You have various options for starting an update manually: When an update is started manually, the virus definition file and scan engine are always updated. A product update can only take place if you have activated the option **Download and install product updates automatically** in the configuration under PC protection > Update > Product update

To start an update of your Avira product manually:

- With the right-hand mouse button, click the Avira tray icon in the taskbar.
  - ↪ A context menu appears.
- Select **Start update**.
  - ↪ The **Updater** dialog box appears.

- OR -

- In the Control Center, select the section **Overview > Status**.
- In the **Last update** field, click on the **Start update** link.
  - ↪ The Updater dialog box appears.

- OR -

- In the Control Center, in the **Update** menu, select the menu command **Start update**.
  - ↪ The Updater dialog box appears.

Note
We recommend regular automatic updates. The recommended update interval is: 2 hours.

Note
You can also carry out a manual update directly via the Windows security center.

4.2.6 Using a scan profiles to scan for viruses and malware

A scan profile is a set of drives and directories to be scanned.

The following options are available for scanning via a scan profile:

Use predefined scan profile

If the predefined scan profile corresponds to your requirements.

Customize and apply scan profile (manual selection)

If you want to scan with a customized scan profile.

Create and apply new scan profile

If you want to create your own scan profile.

Depending on the operating system, various icons are available for starting a scan profile:

- In Windows XP and 2000:

  This icon starts the scan via a scan profile.

- In Windows Vista:

  In Microsoft Windows Vista, the Control Center only has limited rights at the moment, e.g. for access to directories and files. Certain actions and file accesses can only be performed in the Control Center with extended administrator rights. These extended administrator rights must be granted at the start of each scan via a scan profile.

  - This icon starts a limited scan via a scan profile. Only directories and files that Windows Vista has granted access rights to are scanned.
  - This icon starts the scan with extended administrator rights. After confirmation, all directories and files in the selected scan profile are scanned.

To scan for viruses and malware with a scan profile:

- Go to Control Center and select the section **PC protection >System Scanner**.
  - ↪ Predefined scan profiles appear.
- Select one of the predefined scan profiles.

  -OR-

  Adapt the scan profile **Manual selection**.

  -OR-

  Create a new scan profile
- Click the icon (Windows XP: or Windows Vista:).
- The **Luke Filewalker** window appears and a system scan is started.

↪ When the scan is completed, the results are displayed.

If you want to adapt a scan profile:

- In the scan profile, expand **Manual Selection** the file tree so that all the drives and directories you want to scan are open.
- Click the **+** icon: The next directory level is displayed.
- Click the **-** icon: The next directory level is hidden.
- Highlight the nodes and directories you want to scan by clicking on the relevant box of the appropriate directory level:

  The following options are available for selecting directories:

- Directory, including sub-directories (black check mark)
- Sub-directories of one directory only (grey check mark, sub-directories have black check marks)
- No directory (no check mark)

If you want to create a new scan profile:

- Click the icon **Create new profile**.

  ↪ The profile **New profile** appears below the profiles previously created.

- Where appropriate, rename the scan profile by clicking on the icon .
- Highlight the nodes and directories to be saved by clicking the check box of the respective directory level.

  The following options are available for selecting directories:

- Directory, including sub-directories (black check mark)
- Sub-directories of one directory only (grey check mark, sub-directories have black check marks)
- No directory (no check mark)

4.2.7 Scan for viruses and malware using drag & drop

To scan for viruses and malware systematically using drag & drop:

✓ The Control Center of your Avira product has been opened.

- Highlight the file or directory you want to scan.
- Use the left-hand mouse button to drag the highlighted file or directory into the **Control Center**.

  ↪ The **Luke Filewalker** window appears and a system scan is started.

  ↪ When the scan is completed, the results are displayed.

4.2.8 Scan for viruses and malware via the context menu

To scan for viruses and malware systematically via the context menu:

- Click with the right-hand mouse button (e.g. in Windows Explorer, on the desktop or in an open Windows directory) on the file or directory you want to scan.
  - ↪ The Windows Explorer context menu appears.
- Select **Scan selected files with Avira** in the context menu.
  - ↪ The **Luke Filewalker** window appears and a system scan is started.
  - ↪ When the scan is completed, the results are displayed.

4.2.9 Automatically scan for viruses and malware

> **Note**
> After installation, the scan job **Full system scan** is created in the Scheduler: A complete system scan is automatically performed at a recommended interval.

To create a job to automatically scan for viruses and malware:

- In the Control Center, select the section **Administration > Scheduler**.
- Click the icon .
  - ↪ The dialog box **Name and description of job** appears.
- Give the job a name and, where appropriate, a description.
- Click **Next**.
  - ↪ The dialog box **Type of job** appears.
- Select **Scan job**.
- Click **Next**.
  - ↪ The dialog box **Selection of the profile** appears.
- Select the profile to be scanned.
- Click **Next**.
  - ↪ The dialog box **Time of the job** appears.
- Select a time for the scan:

- **Immediately**
- **Daily**
- **Weekly**
- **Interval**
- **Single**
- **Login**

- Where appropriate, specify a date according to the selection.
- Where appropriate, select the following additional options (availability depends on job type):

  Repeat job if the time has already expired

  Past jobs are performed that could not be performed at the required time, for example because the computer was switched off.
- Click **Next**.
  - ↪ The dialog box **Selection of the display mode** appears.
- Select the display mode of the job window:
- **Invisible**: No job window
- **Minimized**: progress bar only
- **Maximized**: Entire job window
- Select the **Shut down computer if job is done** option if you want the computer to shut down automatically when the scan is finished. This option is only available if the display mode is set to minimized or maximized.
- Click **Finish**.
  - ↪ Your newly created job appears on the start page of the **Administration > Scheduler** section with the status enabled (check mark).
- Where appropriate, deactivate jobs that are not to be performed.

Use the following icons to further define your jobs:

View properties of a job

Edit job

Delete job

Start job

Stop job

4.2.10 Targeted scan for Rootkits and active malware

To scan for active rootkits, use the predefined scan profile **Scan for Rootkits and active malware**.

To scan for active rootkits systematically:

- Go to Control Center and select the section **PC protection > System Scanner**.

↪ Predefined scan profiles appear.

- Select the predefined scan profile **Scan for Rootkits and active malware**.
- Where appropriate, highlight other nodes and directories to be scanned by clicking the check box of the directory level.
- Click the icon (Windows XP: or Windows Vista:).
  ↪ The **Luke Filewalker** window appears and a system scan is started.
  ↪ When the scan is completed, the results are displayed.

4.2.11 React to detected viruses and malware

For the individual protection components of your Avira product, you can define how your Avira product reacts to a detected virus or unwanted program in the **Configuration** under the section **Action on detection**.

No configurable action options are available for the ProActiv component of the Realtime Protection: Notification of a detection is always given in the **Realtime Protection: Suspicious application behavior** window.

Action options for the System Scanner:

Interactive

In interactive action mode, the results of the System Scanner scan are displayed in a dialog box. This option is enabled as the default setting.

In the case of **System Scanner scan**, you will receive an alert with a list of the affected files when the scan is complete. You can use the content-sensitive menu to select an action to be executed for the various infected files. You can execute the standard actions for all infected files or cancel the System Scanner.

Automatic

In automatic action mode, when a virus or unwanted program is detected the action you selected in this area is executed automatically.

Action options for the Realtime Protection:

Interactive

In interactive action mode, data access is denied and a desktop notification is displayed. In the desktop notification you can remove the malware detected or transfer the malware to the System Scanner component using the Details button for further virus management. The System Scanner opens a window containing notification of the detection, which gives you various options for managing the affected file via a context menu (see Detection > System Scanner):

Automatic

In automatic action mode, when a virus or unwanted program is detected, the action you selected in this area is executed automatically.

Action options for Mail Protection, Web Protection:

Interactive

In interactive action mode, if a virus or unwanted program is detected, a dialog box appears in which you can select what to do with the infected object. This option is enabled as the default setting.

Automatic

In automatic action mode, when a virus or unwanted program is detected the action you selected in this area is executed automatically.

In interactive action mode, you can react to detected viruses and unwanted programs by selecting an action for the infected object in the alert and executing the selected action by clicking **Confirm**.

The following actions for handling infected objects are available for selection:

> **Note**
> Which actions are available for selection depends on the operating system, the protection components (Avira Realtime Protection, Avira System Scanner, Avira Mail Protection, Avira Web Protection) reporting the detection, and the type of malware detected.

Actions of the System Scanner and the Realtime Protection (not ProActiv detections):

Repair

The file is repaired.

This option is only available if the infected file can be repaired.

Rename

The file is renamed with a **.vir* extension. Direct access to these files (e.g. with double-click) is therefore no longer possible. Files can be repaired and given their original name at a later time.

Quarantine

The file is packaged into a special format (**.qua*) and moved to the Quarantine directory *INFECTED* on your hard disk, so that direct access is no longer possible. Files in this directory can be repaired in Quarantine at a later data or, if necessary, sent to Avira.

Delete

The file will be deleted. This process is much quicker than **Overwrite and delete**. If a boot sector virus is detected, this can be deleted by deleting the boot sector. A new boot sector is written.

Ignore

No further action is taken. The infected file remains active on your computer.

Overwrite and delete

The file is overwritten with a default template and then deleted. It cannot be restored.

Warning
This could result in loss of data and damage to the operating system! Only select the **Ignore** option in exceptional cases.

Always ignore

Action option for Realtime Protection detections: No further action is taken by Realtime Protection. Access to the file is permitted. All further access to this file is permitted and no further notifications will be provided until the computer is restarted or the virus definition file is updated.

Copy to quarantine

Action option for a rootkits detection: The detection is copied to quarantine.

Repair boot sector | Download repair tool

Action options when infected boot sectors are detected: A number of options are available for repairing infected diskette drives. If your Avira product is unable to perform the repair, you can download a special tool for detecting and removing boot sector viruses.

Note
If you carry out actions on running processes, the processes in question are terminated before the actions are performed.

Actions of the Realtime Protection for detections made by the ProActiv component (notification of suspicious actions of an application):

Trusted program

The application continues to run. The program is added to the list of permitted applications and is excluded from monitoring by the ProActiv component. When adding to the list of permitted applications, the monitoring type is set to *Content*. This means that the application is only excluded from monitoring by the ProActiv

component if the content remains unchanged (see Configuration > Realtime Protection > ProActiv > Application filter: Permitted applications).

Block program once

The application is blocked, i.e. the application is terminated. The actions of the application continue to be monitored by the ProActiv component.

Always block this program

The application is blocked, i.e. the application is terminated. The program is added to list of blocked applications and can no longer be run (see Configuration > Realtime Protection > ProActiv > Application filter: Applications to be blocked).

Ignore

The application continues to run. The actions of the application continue to be monitored by the ProActiv component.

Mail Protection actions: Incoming emails

Move to quarantine

The email including all attachments is moved to quarantine. The affected email is deleted. The body of the text and any attachments of the email are replaced by a default text.

Delete mail

The affected email is deleted. The body of the text and any attachments of the email are replaced by a default text.

Delete attachment

The infected attachment is replaced by a default text. If the body of the email is affected, it is deleted and also replaced by a default text. The email itself is delivered.

Move attachment to quarantine

The infected attachment is placed in quarantine and then deleted (replaced by a default text). The body of the email is delivered. The affected attachment can later be delivered via the quarantine manager.

Ignore

The affected email is delivered.

Warning
This could allow viruses and unwanted programs to access your computer system. Only select the **Ignore** option in exceptional cases. Disable the preview in your mail client, never open any attachments with a double click!

Mail Protection actions: Outgoing emails

Move mail to quarantine (do not send)

The email, together with all attachments, is copied to Quarantine and is not sent. The email remains in the outbox of your email client. You receive an error message in your email program. All other emails sent from your email account will be scanned for malware.

Block sending of mails (do not send)

The email is not sent and remains in the outbox of your email client. You receive an error message in your email program. All other emails sent from your email account will be scanned for malware.

Ignore

The affected email is sent.

> **Warning**
> Viruses and unwanted programs can penetrate the computer system of the email recipient in this way.

Web Protection actions:

Deny access

The website requested from the web server and/or any data or files transferred are not sent to your web browser. An error message to notify you that access has been denied is displayed in the web browser.

Move to quarantine

The website requested from the web server and/or any data or files transferred are moved to quarantine. The affected file can be recovered from quarantine manager if it has an informative value or - if necessary - sent to the Avira Malware Research Center.

Ignore

The website requested from the web server and/or the data and files that were transferred are forwarded on by Web Protection to your web browser.

> **Warning**
> This could allow viruses and unwanted programs to access your computer system. Only select the **Ignore** option in exceptional cases.

Note
We recommend that you move any suspicious file that cannot be repaired to quarantine.

Note
You can also send files reported by the heuristic to us for analysis.
For example, you can upload these files to our website:
http://www.avira.com/sample-upload
You can identify files reported by the heuristic from the designation *HEUR/* or *HEURISTIC/* that prefixes the file name, e.g.: *HEUR/testfile.**.

4.2.12 Handling quarantined files (*.qua)

To handle quarantined files:

- In the Control Center, select the section **Administration > Quarantine** section.
- Check which files are involved, so that, if necessary, you can reload the original back onto your computer from another location.

If you want to see more information on a file:

- Highlight the file and click on .
  - ↪ The dialog box **Properties** appears with more information on the file.

If you want to rescan a file:

Scanning a file is recommended if the virus definition file of your Avira product has been updated and a false positive report is suspected. This enables you to confirm a false positive with a rescan and restore the file.

- Highlight the file and click on .
  - ↪ The file is scanned for viruses and malware using the system scan settings.
  - ↪ After the scan, the dialog **Rescan statistics** appears which displays statistics on the status of the file before and after the rescan.

To delete a file:

- Highlight the file and click on .
- You have to confirm your choice with **Yes**.

If you want to upload the file to a Avira Malware Research Center web server for analysis:

- Highlight the file you want to upload.

- Click on .
  - ↪ A dialog opens with a form for inputting your contact data.
- Enter all the required data.
- Select a type: **Suspicious file** or **Suspicion of false positive**.
- Select a response format: **HTML**, **Text**, **HTML & Text**.
- Click **OK.**
  - ↪ The file is uploaded to a Avira Malware Research Center web server in compressed form.

Note
In the following cases, analysis by the Avira Malware Research Center is recommended:
Heuristic hits (Suspicious file): During a scan, a file has been classified as suspicious by your Avira product and moved to quarantine: Analysis of the file by the Avira Malware Research Center has been recommended in the virus detection dialog box or in the report file generated by the scan.
Suspicious file: You consider a file to be suspicious and have therefore moved this file to quarantine, but a scan of the file for viruses and malware is negative.
Suspicion of false positive: You assume that a virus detection is a false positive: Your Avira product reports a detection in a file, which is very unlikely to have been infected by malware.

Note
The size of the files you upload is limited to 20 MB uncompressed or 8 MB compressed.

Note
You can only upload one file at a time.

If you want to export the properties of a quarantined object to a text file:

- Highlight the quarantined object and click on .
  - ↪ The text file *quarantaene - Notepad* opens containing the data from the selected quarantined object.
- Save the text file.

You can also restore the files in quarantine (see Chapter: Quarantine: Restoring files in quarantine).

4.2.13 Restore the files in quarantine

Different icons control the restore procedure, depending on the operating system:

- In Windows XP and 2000:
  - This icon restores the files to their original directory.
  - This icon restores the files to a directory of your choice.
- In Windows Vista:

  In Microsoft Windows Vista, the Control Center only has limited rights at the moment, e.g. for access to directories and files. Certain actions and file accesses can only be performed in the Control Center with extended administrator rights. These extended administrator rights must be granted at the start of each scan via a scan profile.
  - This icon restores the files to a directory of your choice.
  - This icon restores the files to their original directory. If extended administrator rights are necessary to access this directory, a corresponding request appears.

To restore files in quarantine:

> **Warning**
> This could result in loss of data and damage to the operating system of the computer! Only use the function **Restore selected object** in exceptional cases. Only restore files that could be repaired by a new scan.

✓ File rescanned and repaired.

▸ In the Control Center, select the section **Administration > Quarantine** section.

> **Note**
>
> Emails and email attachments can only be restored using the option if the file extension is **.eml*.

To restore a file to its original location:

▸ Highlight the file and click the icon (Windows 2000/XP: , Windows Vista).

This option is not available for emails.

Note

Emails and email attachments can only be restored using the option if the file extension is **.eml*.

→ A message appears asking if you want to restore the file.

- Click **Yes**.

→ The file is restored to the directory it was in before it was moved to quarantine.

To restore a file to a specified directory:

- Highlight the file and click on .

→ A message appears asking if you want to restore the file.

- Click **Yes**.

→ The Windows default window *Save As* for selecting the directory appears.

- Select the directory to restore the file to and confirm.

→ The file is restored to the selected directory.

4.2.14 Move suspicious files to quarantine

To move a suspect file to quarantine manually:

- In the Control Center, select the section **Administration > Quarantine** section.
- Click on .

→ The Windows default window for selecting a file appears.

- Select the file and confirm with **Open**.

→ The file is moved to quarantine.

You can scan files in quarantine with the Avira System Scanner (see Chapter: Quarantine: Handling quarantined files (*.qua)).

4.2.15 Scan profile: Amend or delete file type in a scan profile

To stipulate additional file types to be scanned or exclude specific file types from the scan in a scan profile (only possible for manual selection and customized scan profiles):

✓ In the Control Center, go to the **PC protection > System Scanner** section.

- With the right-hand mouse button, click on the scan profile you want to edit.

→ A context menu appears.

- Select **File filter**.

- Expand the context menu further by clicking on the small triangle on the right-hand side of the context menu.
  - ↪ The entries **Default**, **Scan all files** and **User-defined** appear.
- Select **User-defined**.
  - ↪ The **File extensions** dialog box appears with a list of all file types to be scanned with the scan profile.

If you want to exclude a file type from the scan:

- Highlight the file type and click **Delete**.

If you want to add a file type to the scan:

- Highlight a file type.
- Click **Insert** and enter the file extension of file type into the input box.

Use a maximum of 10 characters and do not enter the leading dot. Wildcards (* and ?) are allowed.

4.2.16 Create desktop shortcut for scan profile

You can start a system scan directly from your desktop via a desktop shortcut to a scan profile without accessing your Avira product's Control Center.

To create a desktop shortcut to the scan profile:

- ✓ In the Control Center, go to the **PC protection > System Scanner** section.
- Select the scan profile for which you want to create a shortcut.
- Click the icon .
  - ↪ The desktop shortcut is created.

4.2.17 Filter events

Events that have been generated by program components of your Avira product are displayed in the Control Center under **Administration > Events** (analogous to the event display of your Windows operating system). The program components, in alphabetical order, are the following:

- Helper Service
- Mail Protection
- Realtime Protection
- Scheduler
- System Scanner
- Updater

- Web Protection

The following event types are displayed:

- *Information*
- *Warning*
- *Error*
- *Detection*

To filter displayed events:

- In the Control Center, select the section **Administration > Events**.
- Check the box of the program components to display the events of the activated components.

  - OR -

  Uncheck the box of the program components to hide the events of the deactivated components.
- Check the event type box to display these events.

  - OR -

  Uncheck the event type box to hide these events.

4.2.18 Exclude email addresses from scan

To define which email addresses (senders) are excluded from the Mail Protection scan (white listing):

- Go to Control Center and select the section **Internet protection > Mail Protection**.
  - ↪ The list shows incoming emails.
- Highlight the email you want to exclude from the Mail Protection scan.
- Click the icon to exclude the email from the Mail Protection scan:
- The selected email address will no longer be scanned for viruses and unwanted programs.
  - ↪ The email sender address is included in the exclusion list and no longer scanned for viruses, malware .

Warning
Only exclude email addresses from the Mail Protection scan if the senders are completely trustworthy.

Note
In the Configuration, under Mail Protection > General > Exceptions, you can add other email addresses to the exclusion list or remove email addresses from the exclusion list.

5. System Scanner

With the System Scanner component, you can carry out targeted scans (on-demand scans) for viruses and unwanted programs. The following options are available for scanning for infected files:

- **System scan via context menu**
  The system scan via the context menu (right-hand mouse button - entry **Scan selected files with Avira**) is recommended if, for example, you wish to scan individual files and directories. Another advantage is that it is not necessary to first start the Control Center for a system scan via the context menu.
- **System scan via drag & drop**
  When a file or directory is dragged into the program window of the Control Center, the System Scanner scans the file or directory and all sub-directories it contains. This procedure is recommended if you wish to scan individual files and directories that you have saved, for example, on your desktop.
- **System scan via profiles**
  This procedure is recommended if you wish to regularly scan certain directories and drives (e.g. your work directory or drives on which you regularly store new files). You do not then need to select these directories and drives again for every new scan, you simply select using the relevant profile. See System scan via profiles.
- **System scan via the Scheduler**
  The Scheduler enables you to carry out time-controlled scans. See System scan via the Scheduler.

Special processes are required when scanning for rootkits, boot sector viruses, and when scanning active processes. The following options are available:

- Scan for rootkits via the scan profile *Scan for Rootkits and active malware*
- Scan active processes via the scan profile **Active processes**
- Scan for boot sector viruses via the menu command **Boot records scan...** in the menu **Extras**

6. Updates

The effectiveness of anti-virus software depends on how up-to-date the program is, in particular the virus definition file and the scan engine. To carry out regular updates, the Updater component is integrated into your Avira product. The Updater ensures that your Avira product is always up-to-date and able to deal with the new viruses that appear every day. Updater updates the following components:

- Virus definition file:

  The virus definition file contains the virus patterns of the harmful programs which are used by your Avira product to scan for viruses and malware and repair infected objects.

- Scan engine:

  The scan engine contains the methods used by your Avira product to scan for viruses and malware.

- Program files (product update):

  Update packages for product updates make extra functions available to the individual program components.

An update checks whether the virus definition file and scan engine are up-to-date and if necessary implements an update. Depending on the settings in the configuration, the Updater also carries out a product update or informs you of the product updates available. After a product update, you may have to restart your computer system. If only the virus definition file and scan engine are updated, the computer does not have to be restarted.

Note
For security reasons, the Updater checks whether the Windows hosts file of your computer was altered, whether the Update URL, for example, was manipulated by malware and is diverting the Updater to unwanted download sites. If the Windows hosts file has been manipulated, this is shown in the Updater report file.

An update is automatically performed in the following interval: 2 hours. You can edit or disable the automatic update through the configuration (Configuration > Update).

In the Control Center under **Scheduler**, you can create additional update jobs that are performed by Updater at the specified intervals. You also have the option to start an update manually:

- in the Control Center: in the **Update** menu and in the **Status** section
- via the context menu of the tray icon

Updates can be obtained from the Internet via a Web server of the manufacturer. The existing network connection is the default connection to the download servers of Avira. You can change this default setting in the Configuration under General > Update.

7. FAQ, Tips

This chapter contains important information on troubleshooting and further tips on using your Avira product.

- see Chapter Help in case of a problem
- see Chapter Shortcuts
- see Chapter Windows Security Center

7.1 Help in case of a problem

Here you will find information on causes and solutions of possible problems.

- The error message *The license file cannot be opened* appears.
- The error message *Connection failed while downloading the file ...* appears when attempting to start an update.
- Viruses and malware cannot be moved or deleted.
- The status of the tray icon is disabled.
- The computer is extremely slow when I perform a data back-up.
- My firewall reports Avira Realtime Protection and Avira Mail Protection immediately after activation.
- AviraMail Protection does not work.
- An email sent via a TSL connection has been blocked by Mail Protection.
- Webchat is not operational: Chat messages will not be displayed

The error message *The license file cannot be opened* appears.

Reason: The file is encrypted.

- To activate the license, you do not need to open the file, but rather you save it in the program directory.

The error message *Connection failed while downloading the file ...* appears when attempting to start an update.

Reason: Your Internet connection is inactive. No connection to the web server on the Internet can therefore be established.

- Test whether other Internet services such as WWW or email work. If not, re-establish the Internet connection.

Reason: The proxy server cannot be reached.

- Check whether the login for the proxy server has changed and adapt it to your configuration if necessary.

Reason: The update.exe file is not fully approved by your personal firewall.

- Ensure that the update.exe file is fully approved by your personal firewall.

Otherwise:

- Check your settings in the Configuration (expert mode) under General > Update Your settings.

Viruses and malware cannot be moved or deleted.

Reason: The file was loaded by windows and is active.

- Update your Avira product.
- If you use the Windows XP operating system, deactivate System Restore.
- Start the computer in Safe Mode.
- Start the Avira product and the Configuration (expert mode).
- Select System Scanner > Scan > Files > All files and confirm the window with **OK**.
- Start a scan of all local drives.
- Start the computer in Normal Mode.
- Carry out a scan in Normal Mode.
- If no other viruses or malware have been found, activate System Restore if it is available and to be used.

The status of the tray icon is disabled.

Reason: Avira Realtime Protection is disabled.

- In the Control Center in the section Status in the Avira Realtime Protection area, click on the **Enable** button.

Reason: Avira Realtime Protection is blocked by a firewall.

- Define a general approval for Avira Realtime Protection in the configuration of your firewall. Avira Realtime Protection only works with the address 127.0.0.1 (localhost). An Internet connection is not established. The same applies to Avira Mail Protection.

Otherwise:

- Check the startup type of the Avira Realtime Protection service. If necessary, enable the service: In the taskbar, select **Start > Settings > Control Panel**. Start the configuration panel **Services** with a double-click (under Windows 2000 and Windows XP the services applet is located in the sub-directory *Administrative Tools*). Find the entry *Avira Realtime Protection*. `Automatic` must be entered as the startup type and `Started` as the status. If necessary, start the service manually by selecting the

relevant line and the button **Start**. If an error message appears, please check the event display.

The computer is extremely slow when I perform a data back-up.

Reason: During the backup procedure, Avira Realtime Protection scans all files being used by the backup procedure.

- Select Realtime Protection > Scan > Exceptions in the Configuration (expert mode) and enter the process names of the back-up software.

My firewall reports Avira Realtime Protection and Avira Mail Protection immediately after activation.

Reason: Communication with Avira Realtime Protection and Avira Mail Protection occurs via the TCP/IP Internet protocol. A firewall monitors all connections via this protocol.

- Define a general approval for Avira Realtime Protection and Avira Mail Protection. Avira Realtime Protection only works with the address 127.0.0.1 (localhost). An Internet connection is not established. The same applies to Avira Mail Protection.

Avira Mail Protection does not work.

Please check correct functioning of Avira Realtime Protection with the aid of the following checklists if problems occur with Avira Mail Protection.

Checklist

- Check whether your mail client logs in on the server via Kerberos, APOP or RPA. These verification methods are currently not supported.
- Check whether your mail client reports to the server through SSL (also often called TSL – Transport Layer Security). Avira Mail Protection does not support SSL and therefore terminates any encrypted SSL connections. If you want to use encrypted SSL connections without having them protected by Mail Protection, you will have to use a port that is not monitored by Mail Protection for the connection. The ports monitored by Mail Protection can be configured in the configuration under Mail Protection > Scan.
- Is the Avira Mail Protection service active? If necessary, enable the service: In the taskbar, select "Start > Settings > Control Panel". Start the configuration panel "**Services**" with a double-click (under Windows 2000 and Windows XP the services applet is located in the sub-directory "*Administrative Tools*"). Find the entry *Avira Mail Protection*. "`Automatic`" must be entered as the startup type and "`Started`" as the status. If necessary, start the service manually by selecting the relevant line and the button "**Start**". If an error message appears, please check the event display. If this is not successful, you may have to completely uninstall the Avira product via "Start > Settings > Control Panel > Add or Remove Programs", restart the computer and then reinstall your Avira product.

General

POP3 connections encrypted via SSL (Secure Sockets Layer, also frequently referred to as TLS (Transport Layer Security)) cannot currently be protected and are ignored.

Verification to the mail server is currently only supported via "passwords". "Kerberos" and "RPA" are not currently supported.

Your AntiVir program does not check outgoing emails for viruses and unwanted programs.

> **Note**
> We recommend regularly installing Microsoft updates to close any gaps in security.

An email sent via a TSL connection has been blocked by Mail Protection.

Reason: Transport Layer Security (TLS: encryption protocol for data transfers on the Internet) is not supported by Mail Protection at this time. The following options are available for sending the email:

- Use a different port from port 25, which is used by SMTP. This will bypass monitoring by Mail Protection.
- Turn off the TSL encrypted connection and disable TSL support in your email client.
- Disable (temporarily) monitoring of outgoing emails by Mail Protection in the configuration under Mail Protection > Scan.

Webchat is not operational: Chat messages are not displayed; data are being loaded in the browser.

This phenomenon may occur during chats, which are based on the HTTP protocol with 'transfer-encoding= chunked'.

Reason: Web Protection checks the data sent completely for viruses and undesired programs first of all, before the data are loaded into the web browser. During a data transfer with 'transfer-encoding= chunked', Web Protection cannot determine the message length or the data volume.

- Enter the configuration of the URL of the web chats as an exception (see Configuration: Web Protection > Exceptions).

7.2 Shortcuts

Keyboard commands - also called shortcuts - offer a fast possibility to navigate through the program, to retrieve individual modules and to start actions.

Below we provide you with an overview of the available keyboard commands. Please find further indications regarding the functionality in the corresponding chapter of the help.

7.2.1 In dialog boxes

Shortcut	Description
Ctrl + Tab **Ctrl + Page down**	Navigation in the Control Center Go to next section.
Ctrl + Shift + Tab **Ctrl + Page up**	Navigation in the Control Center Go to previous section.
← ↑ → ↓	Navigation in the configuration sections First, use the mouse to set the focus on a configuration section.
Tab	Change to the next option or options group.
Shift + Tab	Change to the previous option or options group.
← ↑ → ↓	Change between the options in a marked drop-down list or between several options in a group of options.
Space	Activate or deactivate a check box, if the active option is a check box.
Alt + underlined letter	Select option or start command.
Alt + ↓ **F4**	Open selected drop-down list.
Esc	Close selected drop-down list. Cancel command and close dialog.

Enter	Start command for the active option or button.

7.2.2 In the help

Shortcut	Description
Alt + Space	Display system menu.
Alt + Tab	Shift between the help and the other opened windows.
Alt + F4	Close help.
Shift + F10	Display context menu of the help.
Ctrl + Tab	Go to next section in the navigation window.
Ctrl + Shift + Tab	Go to previous section in the navigation window.
Page up	Change to the subject, which is displayed above in the contents, in the index or in the list of the search results.
Page down	Change to the subject, which is displayed below the current subject in the contents, in the index or in the list of the search results.
Page up **Page down**	Browse through a subject.

7.2.3 In the Control Center

General

Shortcut	Description
F1	Display help
Alt + F4	Close Control Center

F5	Refresh
F8	Open configuration
F9	Start update

Scan section

Shortcut	Description
F2	Rename selected profile
F3	Start scan with the selected profile
F4	Create desktop link for the selected profile
Ins	Create new profile
Del	Delete selected profile

Quarantine section

Shortcut	Description
F2	Rescan object
F3	Restore object
F4	Send object
F6	Restore object to...
Return	Properties
Ins	Add file

Del	Delete object

Scheduler section

Shortcut	Description
F2	Edit job
Return	Properties
Ins	Insert new job
Del	Delete job

Reports section

Shortcut	Description
F3	Display report file
F4	Print report file
Return	Display report
Del	Delete report(s)

Events section

Shortcut	Description
F3	Export event(s)
Return	Show event

Del	Delete event(s)

7.3 Windows Security Center

- Windows XP Service Pack 2 or higher -

7.3.1 General

The Windows Security Center checks the status of a computer for important security aspects.

If a problem is detected with one of these important points (e.g. an outdated anti-virus program), the Security Center issues an alert and gives recommendations on how to protect your computer better.

7.3.2 The Windows Security Center and your Avira product

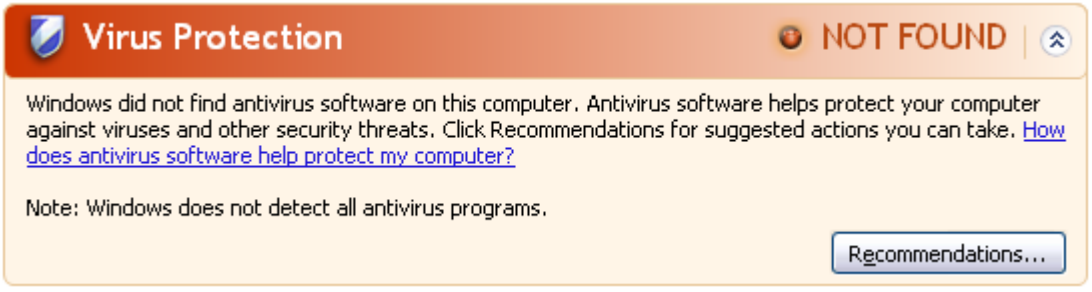
Virus protection software / Protection against malicious software

You may receive the following information from the Windows Security Center with regard to your virus protection:

- Virus protection NOT FOUND
- Virus protection OUT OF DATE
- Virus protection ON
- Virus protection OFF
- Virus protection NOT MONITORED

Virus protection NOT FOUND

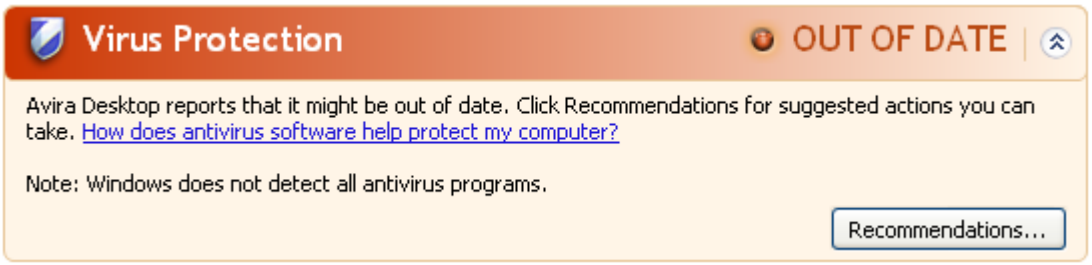
This information of the Windows Security Center appears when the Windows Security Center has not found any anti-virus software on your computer.


Virus Protection
NOT FOUND
Windows did not find antivirus software on this computer. Antivirus software helps protect your computer against viruses and other security threats. Click Recommendations for suggested actions you can take. How does antivirus software help protect my computer?
Note: Windows does not detect all antivirus programs.
Recommendations...

Note
Install your Avira product on your computer to protect it against viruses and other unwanted programs!

Virus protection OUT OF DATE

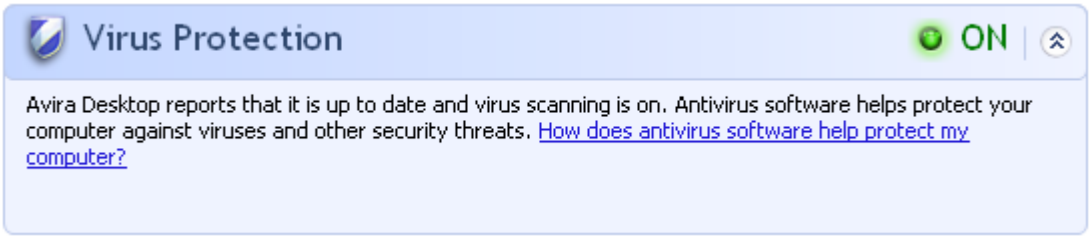
If you have already installed Windows XP Service Pack 2 or Windows Vista and then install your Avira product or you install Windows XP Service Pack 2 or Windows Vista on a system on which your Avira product has already been installed, you will receive the following message:


Virus Protection
OUT OF DATE
Avira Desktop reports that it might be out of date. Click Recommendations for suggested actions you can take. How does antivirus software help protect my computer?
Note: Windows does not detect all antivirus programs.
Recommendations...

Note
In order for the Windows Security Center to recognize your Avira product as up-to-date, an update must be performed after installation. Update your system by carrying out an update.

Virus protection ON

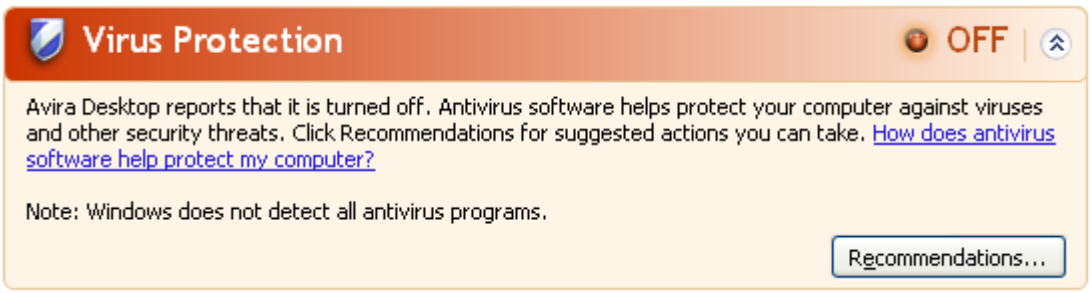
After installation of your Avira product and a subsequent update, you will receive the following message:


Virus Protection
ON
Avira Desktop reports that it is up to date and virus scanning is on. Antivirus software helps protect your computer against viruses and other security threats. How does antivirus software help protect my computer?

Your Avira product is now up-to-date and the Avira Realtime Protection is enabled.

Virus protection OFF

You receive the following message if you disable the Avira Realtime Protection or stop the Realtime Protection service.

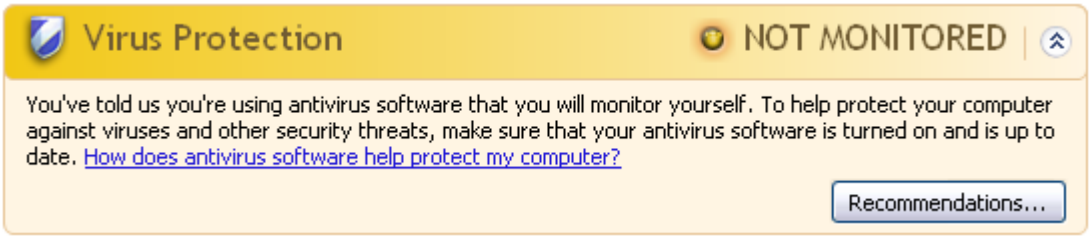

Virus Protection
OFF
Avira Desktop reports that it is turned off. Antivirus software helps protect your computer against viruses and other security threats. Click Recommendations for suggested actions you can take. How does antivirus software help protect my computer?
Note: Windows does not detect all antivirus programs.
Recommendations...

Note
You can enable or disabled Avira Realtime Protection in the Overview > Status section of the Control Center. You can also see that the Avira Realtime Protection is enabled if the red umbrella in your taskbar is open.

Virus protection NOT MONITORED

If you receive the following message from the Windows Security Center, you have decided that you want to monitor your anti-virus software yourself.

Note
This function is not supported by Windows Vista.


Virus Protection
NOT MONITORED
You've told us you're using antivirus software that you will monitor yourself. To help protect your computer against viruses and other security threats, make sure that your antivirus software is turned on and is up to date. How does antivirus software help protect my computer?
Recommendations...

Note
The Windows Security Center is supported by your Avira product. You can enable this option at any time via the **Recommendations** button.

Note
Even if you have installed Windows XP Service Pack 2 or Windows Vista, you still require a virus protection solution. Although Windows XP Service Pack 2 monitors your anti-virus software, it does not contain any anti-virus functions itself. Therefore you would not be protected against viruses and other malware without an additional anti-virus solution!

8. Viruses and more

8.1 Threat categories

Adware

Adware is software that presents banner ads or in pop-up windows through a bar that appears on a computer screen. These advertisements usually cannot be removed and are consequently always visible. The connection data allow many conclusions on the usage behavior and are problematic in terms of data security.

Your Avira product detects Adware. If the **Adware** option is enabled with a check mark in the configuration under Threat categories, you receive a corresponding alert if your Avira product detects adware.

Adware/Spyware

Software that displays advertising or software that sends the user's personal data to a third party, often without their knowledge or consent, and for this reason may be unwanted.

Your Avira product recognizes "Adware/Spyware". If the option **Adware/Spyware** is enabled with a check mark in the configuration under Threat categories, you receive a corresponding alert if your Avira product detects adware or spyware.

Application

The term APPL, respectively application, refers to an application which may involve a risk when used or is of dubious origin.

Your Avira product recognizes "Application (APPL)". If the option **Application** is enabled with a check mark in the configuration under Threat categories, you receive a corresponding alert if your Avira product detects such behavior.

Backdoor Clients

In order to steal data or manipulate computers, a backdoor server program is smuggled in unknown to the user. This program can be controlled by a third party using backdoor control software (client) via the Internet or a network.

Your Avira product recognizes "Backdoor control software". If the **Backdoor control software** option is enabled with a check mark in the configuration under Threat categories, you receive a corresponding alert if your Avira product detects such software.

Dialer

Certain services available in the Internet have to be paid for. They are invoiced in Germany via dialers with 0190/0900 numbers (or via 09x0 numbers in Austria and Switzerland; in Germany, the number is set to change to 09x0 in the medium term). Once installed on the computer, these programs guarantee a connection via a suitable premium rate number whose scale of charges can vary widely.

The marketing of online content via your telephone bill is legal and can be of advantage to the user. Genuine dialers leave no room for doubt that they are used deliberately and intentionally by the user. They are only installed on the user's computer subject to the user's consent, which must be given via a completely unambiguous and clearly visible labeling or request. The dial-up process of genuine dialers is clearly displayed. Moreover, genuine dialers tell you the incurred costs exactly and unmistakably.

Unfortunately there are also dialers which install themselves on computers unnoticed, by dubious means or even with deceptive intent. For example they replace the Internet user's default data communication link to the ISP (Internet Service Provider) and dial a cost-incurring and often horrendously expensive 0190/0900 number every time a connection is made. The affected user will probably not notice until his next phone bill that an unwanted 0190/0900 dialer program on his computer has dialed a premium rate number with every connection, resulting in dramatically increased costs.

We recommend that you ask your telephone provider to block this number range directly for immediate protection against undesired dialers (0190/0900 dialers).

Your Avira product can detect the familiar dialers by default.

If the option **Dialers** is enabled with a check mark in the configuration under Threat categories, you receive a corresponding alert if a dialer is detected. You can now simply delete the potentially unwanted 0190/0900 dialer. However, if it is a wanted dial-up program, you can declare it an exceptional file and this file is then no longer scanned in future.

Double Extension Files

Executable files that hide their real file extension in a suspicious way. This camouflage method is often used by malware.

Your Avira product recognizes "Double Extension Files". If the option **Double Extension files** is enabled with a check mark in the configuration under Threat categories, you receive a corresponding alert if your Avira product detects such files.

Fraudulent software

Also known as "scareware" or "rogueware", it is a fraudulent software that pretends that your computer is infected by viruses or malware. This software looks deceptively similar to professional antivirus software but is meant to raise uncertainty or to scare the user. Its purpose is to make the victims feel threatened of imminent (unreal) danger and to make

them pay to eliminate it. There are also cases when the victims are lead to believe they were attacked and they are instructed to carry out an action, which in reality is the real attack.

Your Avira product detects scareware. If the option **Fraudulent software** is enabled with a check mark in the configuration Threat categories, you receive a corresponding alert if your Avira product detects such files.

Games

There is a place for computer games - but it is not necessarily at work (except perhaps in the lunch hour). Nevertheless, with the wealth of games downloadable from the Internet, a fair bit of mine sweeping and Patience playing goes on among company employees and civil servants. You can download a whole array of games via the Internet. Email games have also become more popular: numerous variants are circulating, ranging from simple chess to "fleet exercises" (including torpedo combats): The corresponding moves are sent to partners via email programs, who answer them.

Studies have shown that the number of working hours devoted to computer games has long reached economically significant proportions. It is therefore not surprising that more and more companies are considering ways of banning computer games from workplace computers.

Your Avira product recognizes computer games. If the **Games** option is enabled with a check mark in the configuration under Threat categories, you receive a corresponding alert if your Avira product detects a game. The game is now over in the truest sense of the word, because you can simply delete it.

Jokes

Jokes are merely intended to give someone a fright or provide general amusement without causing harm or reproducing. When a joke program is loaded, the computer will usually start at some point to play a tune or display something unusual on the screen. Examples of jokes are the washing machine in the disk drive (DRAIN.COM) or the screen eater (BUGSRES.COM).

But beware! All symptoms of joke programs may also originate from a virus or Trojan. At the very least users will get quite a shock or be thrown into such a panic that they themselves may cause real damage.

Thanks to the extension of its scanning and identification routines, your Avira product is able to detect joke programs and eliminate them as unwanted programs if required. If the option **Jokes** is enabled with a check mark in the configuration under Threat categories, a corresponding alert is issued if a joke program is detected.

Phishing

Phishing, also known as "brand spoofing" is a clever form of data theft aimed at customers or potential customers of Internet service providers, banks, online banking services,

registration authorities.
When submitting your email address on the Internet, filling in online forms, accessing newsgroups or websites, your data can be stolen by "Internet crawling spiders" and then used without your permission to commit fraud or other crimes.

Your Avira product recognizes "Phishing". If the option **Phishing** is enabled with a check mark in the configuration under Threat categories, you receive a corresponding alert if your Avira product detects such behavior.

Programs that violate the private domain

Software that may be able to compromise the security of your system, initiate unwanted program activities, damage your privacy or spy on your user behavior and could therefore be unwanted.

Your Avira product detects "Security Privacy Risk" software. If the option **Programs that violate the private domain** is enabled with a check mark in the configuration under Threat categories, you receive a corresponding alert if your Avira product detects such software.

Unusual Runtime Packers

Files that have been compressed with an unusual runtime packer and that can therefore be classified as potentially suspicious.

Your Avira product recognizes "Unusual runtime packers". If the option **Unusual runtime packers** is enabled with a check mark in the configuration under Threat categories, you receive a corresponding alert if your Avira product detects such packers.

8.2 Viruses and other malware

Adware

Adware is software that presents banner ads or in pop-up windows through a bar that appears on a computer screen. These advertisements usually cannot be removed and are consequently always visible. The connection data allow many conclusions on the usage behavior and are problematic in terms of data security.

Backdoors

A backdoor can gain access to a computer by bypassing the computer access security mechanisms.

A program that is being executed in the background generally enables the attacker almost unlimited rights. User's personal data can be spied with the backdoor's help.. But are mainly used to install further computer viruses or worms on the relevant system.

Boot viruses

The boot or master boot sector of hard disks is mainly infected by boot sector viruses. They overwrite important information necessary for the system execution. One of the awkward consequences: the computer system cannot be loaded any more…

Bot-Net

A bot-net is defined as a remote network of PCs (on the Internet) that is composed of bots that communicate with each other. A bot-net can comprise a collection of cracked machines running programs (usually referred to as worms, Trojans) under a common command and control infrastructure. Bot-nets serve various purposes, including denial-of-service attacks etc., usually without the affected PC user's knowledge. The main potential of bot-nets is that the networks can achieve grow to thousands of computers and their total bandwidth exceeds most conventional Internet accesses.

Exploit

An exploit (security gap) is a computer program or script that takes advantage of a bug, glitch or vulnerability leading to privilege escalation or denial of service on a computer system. One form of exploitation for example is an attack from the Internet with the help of manipulated data packages. Programs can be infiltrated in order to obtain higher access.

Fraudulent software

Also known as "scareware" or "rogueware", it is a fraudulent software that pretends that your computer is infected by viruses or malware. This software looks deceptively similar to professional Antivirus software but is meant to raise uncertainty or to scare the user. Its purpose is to make the victims feel threatened of imminent (unreal) danger and to make them pay to eliminate it. There are also cases when the victims are lead to believe they were attacked and they are instructed to carry out an action, which in reality is the real attack.

Hoaxes

For several years, Internet and other network users have received alerts about viruses that are purportedly spread via email. These alerts are spread via email with the request that they should be sent to the highest possible number of colleagues and to other users, in order to warn everyone against the "danger".

Honeypot

A honeypot is a service (program or server) installed in a network. Its function is to monitor a network and log attacks. This service is unknown to the legitimate user - because of this

reason he is never addressed. If an attacker examines a network for the weak points and uses the services which are offered by a honeypot, it is logged and an alert is triggered.

Macro viruses

Macroviruses are small programs that are written in the macro language of an application (e.g. WordBasic under WinWord 6.0) and that can normally only spread within documents of this application. Because of this, they are also called document viruses. In order to be active, they need that the corresponding applications are activated and that one of the infected macros has been executed. Unlike "normal" viruses, macro viruses consequently do not attack executable files but they do attack the documents of the corresponding host application.

Pharming

Pharming is a manipulation of the host file of web browsers to divert enquiries to spoofed websites. This is a further development of classic phishing. Pharming fraudsters operate their own large server farms on which fake websites are stored. Pharming has established itself as an umbrella term for various types of DNS attacks. In the case of a manipulation of the host file, a specific manipulation of a system is carried out with the aid of a Trojan or virus. The result is that the system can now only access fake websites, even if the correct web address is entered.

Phishing

Phishing means angling for personal details of the Internet user. Phishers generally send their victims apparently official letters such as emails that are intended to induce them to reveal confidential information to the culprits in good faith, in particular user names and passwords or PINs and TANs of online banking accounts. With the stolen access details, the phishers can assume the identities of the victims and carry out transactions in their name. What is clear is that: banks and insurance companies never ask for credit card numbers, PINs, TANs or other access details by email, SMS or telephone.

Polymorph viruses

Polymorph viruses are the real masters of disguise. They change their own programming codes - and are therefore very hard to detect.

Program viruses

A computer virus is a program that is capable of attaching itself to other programs after being executed and cause an infection. Viruses multiply themselves unlike logic bombs and Trojans. In contrast to a worm, a virus always requires a program as host, where the virus deposits its virulent code. The program execution of the host itself is not changed as a rule.

Rootkits

A rootkit is a collection of software tools that are installed after a computer system has been infiltrated to conceal logins of the infiltrator, hide processes and record data - generally speaking: to make themselves invisible. They attempt to update already installed spy programs and reinstall deleted spyware.

Script viruses and worms

Such viruses are extremely easy to program and they can spread - if the required technology is on hand - within a few hours via email round the globe.

Script viruses and worms use one of the script languages, such as Javascript, VBScript etc., to insert themselves in other, new scripts or to spread themselves by calling operating system functions. This frequently happens via email or through the exchange of files (documents).

A worm is a program that multiplies itself but that does not infect the host. Worms cannot consequently form part of other program sequences. Worms are often the only possibility to infiltrate any kind of damaging programs on systems with restrictive security measures.

Spyware

Spyware are so called spy programs that intercept or take partial control of a computer's operation without the user's informed consent. Spyware is designed to exploit infected computers for commercial gain.

Trojan horses (short Trojans)

Trojans are pretty common nowadays. Trojans include programs that pretend to have a particular function, but that show their real image after execution and carry out a different function that, in most cases, is destructive. Trojan horses cannot multiply themselves, which differentiates them from viruses and worms. Most of them have an interesting name (SEX.EXE or STARTME.EXE) with the intention to induce the user to start the Trojan. Immediately after execution they become active and can, for example, format the hard disk. A dropper is a special form of Trojan that 'drops' viruses, i.e. embeds viruses on the computer system.

Zombie

A zombie PC is a computer that is infected with malware programs and that enables hackers to abuse computers via remote control for criminal purposes. On command, the affected PC starts denial-of-service (DoS) attacks, for example, or sends spam and phishing emails.

9. Info and Service

This chapter contains information on how to contact us.

- see Chapter Contact address
- see Chapter Technical support
- see Chapter Suspicious files
- see Chapter Report false positives
- see Chapter Your feedback for more security

9.1 Contact address

If you have any questions or requests concerning the Avira product range, we will be pleased to help you. For our contact addresses, please refer to the Control Center under **Help > About Avira Antivirus Premium 2012**.

9.2 Technical support

Avira support provides reliable assistance in answering your questions or solving a technical problem.

All necessary information on our comprehensive support service can be obtained from our website:

http://www.avira.com/premium-support

So that we can provide you with fast, reliable help, you should have the following information ready:

- **License information**. You can find the program interface under the menu item **Help > About Avira Antivirus Premium 2012 > License information**. See License information.
- **Version information**. You can find the program interface under the menu item **Help > About Avira Antivirus Premium 2012 > Version information**. See Version information.
- **Operating system version** and any Service Packs installed.
- **Installed software packages**, e.g. anti-virus software of other vendors.
- **Exact messages** of the program or of the report file.

9.3 Suspicious file

Viruses that may not yet be detected or removed by our products or suspect files can be sent to us. We provide you with several ways of doing this.

- Identify the file in the quarantine manager of the Control Center and select the item Send file via the context menu or the corresponding button.
- Send the required file packed (WinZIP, PKZip, Arj etc.) in the attachment of an email to the following address:
  virus-premium@avira.com
  As some email gateways work with anti-virus software, you should also provide the file(s) with a password (please remember to tell us the password).
- You can also send us the suspicious file via our website: http://www.avira.com/sample-upload

9.4 Reporting false positives

If you believe that your Avira product is reporting a detection in a file that is most likely "clean", send the relevant file packed (WinZIP, PKZip, Arj etc.) as an email attachment to the following address:

virus-premium@avira.com

As some email gateways work with anti-virus software, you should also provide the file(s) with a password (please remember to tell us the password).

9.5 Your feedback for more security

At Avira, our customers' security is paramount. For this reason, we don't just have an in-house expert team that tests the quality and security of every Avira solution before the product is released. We also attach great importance to the indications regarding security relevant gaps that could develop and we treat those seriously.

If you think you have detected a security gap in one of our products, please send us an email to the following address:

vulnerabilities-premium@avira.com

10. Reference: Configuration options

The configuration reference documents all available configuration options.

10.1 System Scanner

The **System Scanner** section of configuration is responsible for the configuration of the on-demand scan. (Options available in expert mode only.)

10.1.1 Scan

You can define the behavior of the on-demand scan routine (options available in expert mode only). If you select certain directories to be scanned, depending on the configuration, the System Scanner scans:

- with a certain scanning priority,
- also boot sectors and main memory,
- all or selected files in the directory.

Files

The System Scanner can use a filter to scan only those files with a certain extension (type).

All files

If this option is enabled, all files are scanned for viruses or unwanted programs, irrespective of their content and file extension. The filter is not used.

> **Note**
> If **All files** is enabled, the button **File extensions** cannot be selected.

Use smart extensions

If this option is enabled, the selection of the files scanned for viruses or unwanted programs is automatically chosen by the program. This means that your Avira program decides whether the files are scanned or not based on their content. This procedure is somewhat slower than Use file extension list, but more secure, since not only on the basis of the file extension is scanned. This option is enabled as the default setting and is recommended.

Note
If **Use smart extensions** is enabled, the button **File extensions** cannot be selected.

Use file extension list

If this option is enabled, only files with a specified extension are scanned. All file types that may contain viruses and unwanted programs are preset. The list can be edited manually via the button "**File extension**".

Note
If this option is enabled and you have deleted all entries from the list with file extensions, this is indicated with the text "*No file extensions*" under the button **File extensions**.

File extensions

With the aid of this button, a dialog box is opened in which all file extensions are displayed that are scanned in "**Use file extension list"** mode. Default entries are set for the extensions, but entries can be added or deleted.

Note
Please note that the default list may vary from version to version.

Additional settings

Scan boot sectors of selected drives

If this option is enabled, the System Scanner scans the boot sectors of the drives selected for the system scan. This option is enabled as the default setting.

Scan master boot sectors

If this option is enabled, the System Scanner scans the master boot sectors of the hard disk(s) used in the system.

Ignore offline files

If this option is enabled, the direct scan ignores so-called offline files completely during a scan. This means that these files are not scanned for viruses and unwanted programs. Offline files are files that were physically moved by a so-called Hierarchical Storage Management System (HSMS) from the hard disk onto a tape, for example. This option is enabled as the default setting.

Integrity checking of system files

When this option is enabled, the most important Windows system files are subjected to a particularly secure check for changes by malware during every on-demand scan. If

an amended file is detected, this is reported as suspect. This function uses a lot of computer capacity. That is why the option is disabled as the default setting.

Note
This option is only available with Windows Vista and higher.

Note
This option should not be used if you are using third-party tools that modify system files and adapt the boot or start screen to your own requirements. Examples of such tools are skinpacks, TuneUp utilities or Vista Customization.

Optimized scan

When the option is enabled, the processor capacity is optimally utilized during a System Scanner scan. For performance reasons, an optimized scan is only logged on standard level.

Note
This option is only available on multi-processor systems.

Follow symbolic links

If this option is enabled, System Scanner performs a scan that follows all symbolic links in the scan profile or selected directory and scans the linked files for viruses and malware.

Note
The option does not include any shortcuts, but refers exclusively to symbolic links (generated by mklink.exe) or Junction Points (generated by junction.exe) that are transparent in the file system.

Search for Rootkits before scan

If this option is enabled and a scan is started, the System Scanner scans the Windows system directory for active rootkits in a so-called shortcut. This process does not scan your computer for active rootkits as comprehensively as the scan profile "**Scan for rootkits**", but it is significantly quicker to perform.

Note
The rootkits scan is not available for Windows XP 64 bit !

Scan Registry

If this option is enabled, the Registry is scanned for references to malware.

Scan process

Allow stopping the Scanner

If this option is enabled, the scan for viruses or unwanted programs can be terminated at any time with the button "**Stop"** in the "Luke Filewalker" window. If you have disabled this setting, the **Stop** button in the "Luke Filewalker" window has a gray background. Premature ending of a scan process is thus not possible! This option is enabled as the default setting.

Scanner priority

With the on-demand scan, the System Scanner distinguishes between priority levels. This is only effective if several processes are running simultaneously on the workstation. The selection affects the scanning speed.

low

The System Scanner is only allocated processor time by the operating system, if no other process requires computation time, i.e. as long as only the System Scanner is running, the speed is maximum. All in all, work with other programs is optimal: The computer responds more quickly if other programs require computation time while the System Scanner continues running in the background.

normal

The System Scanner is executed with normal priority. All processes are allocated the same amount of processor time by the operating system. This option is enabled as the default setting and is recommended. Under certain circumstances, work with other applications may be affected.

high

The System Scanner has the highest priority. Simultaneous work with other applications is almost impossible. However, the System Scanner completes its scan at maximum speed.

Action on detection

You can define the actions to be performed by System Scanner when a virus or unwanted program is detected. (Options available in expert mode only.)

Interactive

If this option is enabled, the results of the System Scanner scan are displayed in a dialog box. When carrying out a scan with the System Scanner, you will receive an alert with a list of the affected files at the end of the scan. You can use the content-sensitive menu to select an action to be executed for the various infected files. You can execute the standard actions for all infected files or cancel the System Scanner.

Note
The action **Quarantine** is preselected by default in the System Scanner notification. Further actions can be selected via a context menu.

Automatic

If this option is enabled, no dialog box in case of a virus detection appears. The System Scanner reacts according to the settings you predefine in this section as primary and secondary action.

Copy file to quarantine before action

If this option is enabled, the System Scanner creates a backup copy before carrying out the requested primary or secondary action. The back-up copy is saved in Quarantine, where the file can be restored if it is of informative value. You can also send the backup copy to the Avira Malware Research Center for further investigation.

Primary action

Primary action is the action performed when the System Scanner finds a virus or an unwanted program. If the option "**Repair"** is selected but the affected file cannot be repaired, the action selected under "**Secondary action"** is performed.

Note
The option **Secondary action** can only be selected if the setting **Repair** was selected under **Primary action**.

Repair

If this option is enabled, the System Scanner repairs affected files automatically. If the System Scanner cannot repair an affected file, it carries out the action selected under Secondary action.

Note
An automatic repair is recommended, but means that the System Scanner modifies files on the workstation.

Rename

If this option is enabled, the System Scanner renames the file. Direct access to these files (e.g. with double-click) is therefore no longer possible. Files can later be repaired and given their original names again.

Quarantine

If this option is enabled, the System Scanner moves the file to the quarantine. These files can later be repaired or - if necessary - sent to the Avira Malware Research Center.

Delete

If this option is enabled, the file is deleted. This process is much faster than "overwrite and delete".

Ignore

If this option is enabled, access to the file is allowed and the file is left as it is.

Warning
The affected file remains active on your workstation! It may cause serious damage on your workstation!

Overwrite and delete

If this option is enabled, the System Scanner overwrites the file with a default pattern and then deletes it. It cannot be restored.

Secondary action

The option "**Secondary action"** can only be selected if the setting **Repair** was selected under "**Primary action"**. With this option it can now be decided what is to be done with the affected file if it cannot be repaired.

Rename

If this option is enabled, the System Scanner renames the file. Direct access to these files (e.g. with double-click) is therefore no longer possible. Files can later be repaired and given their original names again.

Quarantine

If this option is enabled, the System Scanner moves the file to Quarantine. These files can later be repaired or - if necessary - sent to the Avira Malware Research Center.

Delete

If this option is enabled, the file is deleted. This process is much faster than "overwrite and delete".

Ignore

If this option is enabled, access to the file is allowed and the file is left as it is.

Warning
The affected file remains active on your workstation! It may cause serious damage on your workstation!

Overwrite and delete

If this option is enabled, the System Scanner overwrites the file with a default pattern and then deletes (wipes) it. It cannot be restored.

Note
If you have selected **Delete** or **Overwrite and delete** as the primary or secondary action, you should note the following: In the case of heuristic hits, the affected files are not deleted, but are instead moved to quarantine.

Archives

When scanning archives, the System Scanner uses a recursive scan: Archives in archives are also unpacked and scanned for viruses and unwanted programs. The files are scanned, decompressed and scanned again. (Options available in expert mode only.)

Scan archives

If this option is enabled, the selected archives in the archive list are scanned. This option is enabled as the default setting.

All archive types

If this option is enabled, all archive types in the archive list are selected and scanned.

Smart Extensions

If this option is enabled, the System Scanner detects whether a file is a packed file format (archive), even if the file extension differs from the usual extensions, and scans the archive. However every file must be opened for this, which reduces the scanning speed. Example: If a *.zip archive has the file extension *.xyz, the System Scanner also unpacks this archive and scans it. This option is enabled as the default setting.

Note
Only those archive types marked in the archive list are supported.

Limit recursion depth

Unpacking and scanning recursive archives can require a great deal of computer time and resources. If this option is enabled, you limit the depth of the scan in multi-packed archives to a certain number of packing levels (maximum recursion depth). This saves time and computer resources.

Note
In order to find a virus or an unwanted program in an archive, the System Scanner must scan up to the recursion level in which the virus or the unwanted program is located.

Maximum recursion depth

In order to enter the maximum recursion depth, the option Limit recursion depth must be enabled.

You can either enter the requested recursion depth directly or by means of the right arrow key on the entry field. The permitted values are 1 to 99. The standard value is 20 which is recommended.

Default values

The button restores the pre-defined values for scanning archives.

Archives

In this display area you can set which archives the System Scanner should scan. For this, you must select the relevant entries.

Exceptions

File objects to be omitted for the System Scanner (Options available in expert mode only.)

The list in this window contains files and paths that should not be included by the System Scanner in the scan for viruses or unwanted programs.

Please enter as few exceptions as possible here and really only files that, for whatever reason, should not be included in a normal scan. We recommend that you always scan these files for viruses or unwanted programs before they are included in this list!

Note
The entries in the list must not result in more than 6000 characters in total.

Warning
These files are not included in a scan!

Note
The files included in this list are recorded in the report file. Please check the report file from time to time for unscanned files, as perhaps the reason you excluded a file here no longer exists. In this case you should remove the name of this file from this list again.

Input box

In this input box you can enter the name of the file object that is not included in the on-demand scan. No file object is entered as the default setting.

The button opens a window in which you can select the required file or the required path.
When you have entered a file name with its complete path, only this file is not scanned

for infection. If you have entered a file name without a path, all files with this name (irrespective of the path or drive) are not scanned.

Add

With this button, you can add the file object entered in the input box to the display window.

Delete

The button deletes a selected entry from the list. This button is inactive if no entry is selected.

> **Note**
> If you add a complete partition to the list of the file objects, only those files that are saved directly under the partition will be excluded from the scan, which does not apply to files in sub-directories on the corresponding partition:
> Example: File object to be skipped: `D:\ = D:\file.txt` will be excluded from the scan of the System Scanner, `D:\folder\file.txt` will not be excluded from the scan.

Heuristic

This configuration section contains the settings for the heuristic of the scan engine. (Options available in expert mode only.)

Avira products contain very powerful heuristics that can proactively uncover unknown malware, i.e. before a special virus signature to combat the damaging element has been created and before a virus guard update has been sent. Virus detection involves an extensive analysis and investigation of the affected codes for functions typical of malware. If the code being scanned exhibits these characteristic features, it is reported as being suspicious. This does not necessarily mean that the code is in fact malware. False positives do sometimes occur. The decision on how to handle affected code is to be made by the user, e.g. based on his or her knowledge of whether the source of the code is trustworthy or not.

Macrovirus heuristic

Macrovirus heuristic

Your Avira product contains a highly powerful macrovirus heuristic. If this option is enabled, all macros in the relevant document are deleted in the event of a repair, alternatively suspect documents are only reported, i.e. you receive an alert. This option is enabled as the default setting and is recommended.

Advanced Heuristic Analysis and Detection (AHeAD)

enable AHeAD

Your Avira program contains a very powerful heuristic in the form of Avira AHeAD technology, which can also detect unknown (new) malware. If this option is enabled, you can define how "aggressive" this heuristic should be. This option is enabled as the default setting.

Low detection level

If this option is enabled, slightly less unknown malware is detected, the risk of false alerts is low in this case.

Medium detection level

This option is enabled as the default setting if you have selected the use of this heuristic.

High detection level

If this option is enabled, significantly more unknown malware is detected, but there are also likely to be false positives.

10.1.2 Report

The System Scanner has a comprehensive reporting function. You thus obtain precise information on the results of an on-demand scan. The report file contains all entries of the system as well as alerts and messages of the on-demand scan. (Options available in expert mode only.)

> **Note**
> To be able to establish what actions the System Scanner has performed, when viruses or unwanted programs have been detected, you should activate the report file in the expert-mode configuration.

Reporting

Off

If this option is enabled, the System Scanner does not report the actions and results of the on-demand scan.

Default

When this option is activated, the System Scanner logs the names of the files concerned with their path. In addition, the configuration for the current scan, version information and information on the licensee is written in the report file.

Extended

When this option is activated, the System Scanner logs alerts and tips in addition to the default information.

Complete

When this option is activated, the System Scanner also logs all scanned files. In addition, all files involved as well as alerts and tips are included in the report file.

> **Note**
> If you have to send us a report file at any time (for troubleshooting), please create this report file in this mode.

10.2 Realtime Protection

The **Realtime Protection** section of the configuration is responsible for the configuration of the on-access scan. (Options available in expert mode only.)

10.2.1 Scan

You will normally want to monitor your system constantly. To this end, use the Realtime Protection (= on-access System Scanner). You can thus scan all files that are copied or opened on the computer "on the fly", for viruses and unwanted programs. (Options available in expert mode only.)

Files

The Realtime Protection can use a filter to scan only those files with a certain extension (type).

All files

If this option is enabled, all files are scanned for viruses or unwanted programs, irrespective of their content and their file extension.

> **Note**
> If **All files** is enabled, the **File extensions** button cannot be selected.

Use smart extensions

If this option is enabled, the selection of the files scanned for viruses or unwanted programs is automatically chosen by the program. This means that the program decides whether the files are scanned or not based on their content. This procedure is somewhat slower than **Use file extension list**, but more secure, since not only on the basis of the file extension is scanned.

> **Note**
> If **Use smart extensions** is enabled, the **File extensions** button cannot be selected.

Use file extension list

If this option is enabled, only files with a specified extension are scanned. All file types that may contain viruses and unwanted programs are preset. The list can be edited manually via the "**File extensions"** button. This option is enabled as the default setting and is recommended.

> **Note**
> If this option is enabled and you have deleted all entries from the list with file extensions, this is indicated with the text "No file extensions" under the **File extensions** button.

File extensions

With the aid of this button, a dialog box is opened in which all file extensions are displayed that are scanned in "**Use file extension list"** mode. Default entries are set for the extensions, but entries can be added or deleted.

> **Note**
> Please note that the file extension list may vary from version to version.

Scan mode

Here the time for scanning of a file is defined.

Scan when reading

If this option is enabled, the Realtime Protection scans the files before they are read or executed by the application or the operating system.

Scan when writing

If this option is enabled, the Realtime Protection scans a file when writing. You can only access the file again after this process has been completed.

Scan when reading and writing

If this option is enabled, the Realtime Protection scans files before opening, reading and executing and after writing. This option is enabled as the default setting and is recommended.

Archives

Scan archives

If this option is enabled, then archives will be scanned. Compressed files are scanned, then decompressed and scanned again. This option is deactivated by default. The archive scan is restricted by the recursion depth, the number of files to be scanned

and the archive size. You can set the maximum recursion depth, the number of files to be scanned and the maximum archive size.

> **Note**
> This option is deactivated by default, since the process puts heavy demands on the computer's performance. It is generally recommended that archives be checked using an on-demand scan.

Max. recursion depth

When scanning archives, the Realtime Protection uses a recursive scan: Archives in archives are also unpacked and scanned for viruses and unwanted programs. You can define the recursion depth. The default value for the recursion depth is 1 and is recommended: all files that are directly located in the main archive are scanned.

Max. number of files

When scanning archives, you can restrict the scan to a maximum number of files in the archive. The default value for the maximum number of files to be scanned is 10 and is recommended.

Max. size (KB)

When scanning archives, you can restrict the scan to a maximum archive size to be unpacked. The standard value of 1000 KB is recommended.

Action on detection

You can define the actions to be performed by Realtime Protection when a virus or unwanted program is detected. (Options available in expert mode only.)

Interactive

If this option is enabled, a desktop notification appears when Realtime Protection detects a virus or unwanted program. You have the option of removing the detected malware or accessing other possible virus treatment actions via the "**Details**" button. The actions are displayed in a dialog box. This option is enabled as the default setting.

Automatic

If this option is enabled, no dialog box in case of a virus detection appears. Realtime Protection reacts according to the settings you predefine in this section as primary and secondary action.

Copy file to quarantine before action

If this option is enabled, the Realtime Protection creates a backup copy before carrying out the requested primary or secondary action. The backup copy is saved in quarantine. It can be restored via the Quarantine manager if it is of informative value. You can also send the backup copy to the Avira Malware Research Center. Depending on the object, more selection options are available in the Quarantine manager.

Primary action

Primary action is the action performed when the Realtime Protection finds a virus or an unwanted program. If the "**Repair**" option is selected but the affected file cannot be repaired, the action selected under "**Secondary action**" is performed.

Note
The **Secondary action** option can only be selected if the **Repair** setting was selected under **Primary action**.

Repair

If this option is enabled, the Realtime Protection repairs affected files automatically. If the Realtime Protection cannot repair an affected file, it carries out the action selected under **Secondary action**.

Note
An automatic repair is recommended, but means that the Realtime Protection modifies files on the workstation.

Rename

If this option is enabled, the Realtime Protection renames the file. Direct access to these files (e.g. with double-click) is therefore no longer possible. Files can later be repaired and given their original names again.

Quarantine

If this option is enabled, the Realtime Protection moves the file to Quarantine. The files in this directory can later be repaired or - if necessary - sent to the Avira Malware Research Center.

Delete

If this option is enabled, the file is deleted. This process is much faster than **Overwrite and delete**.

Ignore

If this option is enabled, access to the file is allowed and the file is left as it is.

Warning
The affected file remains active on your workstation! It may cause serious damage on your workstation!

Overwrite and delete

If this option is enabled, the Realtime Protection overwrites the file with a default pattern and then deletes it. It cannot be restored.

Deny access

If this option is enabled, the Realtime Protection only enters the detection in the report file if the report function is enabled. In addition, the Realtime Protection writes an entry in the Event log, if this option is enabled.

Warning
If Realtime Protection is set to **Scan when writing**, the affected file is not written.

Secondary action

The option "**Secondary action**" can only be selected if the "**Repair**" option was selected under "**Primary action**". With this option it can now be decided what is to be done with the affected file if it cannot be repaired.

Rename

If this option is enabled, the Realtime Protection renames the file. Direct access to these files (e.g. with double-click) is therefore no longer possible. Files can later be repaired and given their original names again.

Quarantine

If this option is enabled, the Realtime Protection moves the file to Quarantine. The files can later be repaired or - if necessary - sent to the Avira Malware Research Center.

Delete

If this option is enabled, the file is deleted. This process is much faster than **Overwrite and delete**.

Ignore

If this option is enabled, access to the file is allowed and the file is left as it is.

Warning
The affected file remains active on your workstation! It may cause serious damage on your workstation!

Overwrite and delete

If this option is enabled, the Realtime Protection overwrites the file with a default pattern and then deletes it. It cannot be restored.

Deny access

If this option is enabled, the affected file is not written; the Realtime Protection only enters the detection in the report file if the report function is enabled. In addition, the Realtime Protection writes an entry in the Event log, if this option is enabled.

Note
If you have selected **Delete** or **Overwrite and delete** as the primary or secondary action, please note: In the case of heuristic hits, the affected files are not deleted, but are instead moved to quarantine.

Further actions

Use event log

If this option is enabled, an entry is added to the Windows event log for every detection. The events can be called up in the Windows event viewer. This option is enabled as the default setting. (Option available in expert mode only.)

Exceptions

With these options you can configure exception objects for the Realtime Protection (on-access scan). The relevant objects are then not included in the on-access scan. The Realtime Protection can ignore file accesses to these objects during the on-access scan via the list of processes to be omitted. This is useful, for example, with databases or backup solutions. (Options available in expert mode only.)

Please note the following when specifying processes and file objects to be omitted: The list is processed from top to bottom. The longer the list is, the more processor time is required for processing the list for each access. Therefore, keep the list as short as possible.

Processes to be omitted by the Realtime Protection

All file accesses of processes in this list are excluded from monitoring by Realtime Protection.

Input box

In this field, enter the name of the process that is to be ignored by the real-time scan. No process is entered as the default setting.

The specified path and file name of the process should contain a maximum of 255 characters. You can enter up to 128 processes. The entries in the list must not result in more than 6000 characters in total.

When entering the process, Unicode symbols are accepted. You can therefore enter process or directory names containing special symbols.

Drive information must be entered as follows: `[Drive letter]:\`

The colon symbol (:) is only used to specify drives.

When specifying the process, you can use the wildcards * (any number of characters) and ? (a single character).

```
C:\Program Files\Application\application.exe
C:\Program Files\Application\applicatio?.exe
```

```
C:\Program Files\Application\applic*.exe
C:\Program Files\Application\*.exe
```

To avoid the process being excluded globally from monitoring by Realtime Protection, specifications exclusively comprising the following characters are invalid: * (asterisk), ? (question mark), / (forward slash), \ (backslash), . (dot), : (colon).

You have the option of excluding processes from monitoring by the Realtime Protection without full path details. For example: `application.exe`

This however only applies to processes where the executable files are located on hard disk drives.

Do not specify any exceptions for processes where the executable files are located on dynamic drives. Dynamic drives are used for removable disks, such as CDs, DVDs or USB sticks.

Warning
Please note that all file accesses by processes recorded in the list are excluded from the scan for viruses and unwanted programs! The Windows Explorer and the operating system itself cannot be excluded. A corresponding entry in the list is ignored.

The button opens a window in which you can select an executable file.

Processes

The "**Processes**" button opens the "**Process selection**" window in which the running processes are displayed.

Add

With this button, you can add the process entered in the input box to the display window.

Delete

With this button you can delete a selected process from the display window.

File objects to be omitted by the Realtime Protection

All file accesses to objects in this list are excluded from monitoring by the Realtime Protection.

Input box

In this box you can enter the name of the file object that is not included in the on-access scan. No file object is entered as the default setting.

The entries in the list must have no more than 6000 characters in total.

When specifying file objects to be omitted, you can use the wildcards* (any number of characters) and ?? (a single character): Individual file extensions can also be excluded (including wildcards):

```
C:\Directory\*.mdb
*.mdb
*.md?
*.xls*
C:\Directory\*.log
```

Directory names must end with a backslash \, otherwise a file name is assumed.

If a directory is excluded, all its sub-directories are automatically also excluded.

For each drive you can specify a maximum of 20 exceptions by entering the complete path (starting with the drive letter). For example:

```
C:\Program Files\Application\Name.log
```

The maximum number of exceptions without a complete path is 64. For example:

```
*.log
```

In case of dynamic drives that are mounted as a directory on another drive, the alias of the operating system for the integrated drive in the list of the exceptions has to be used, e.g.:

```
\Device\HarddiskDmVolumes\PhysicalDmVolumes\BlockVolume1\
```

If you use the mount point itself, for example, `C:\DynDrive`, the dynamic drive will be scanned nonetheless. You can determine the alias of the operating system to be used from the Realtime Protection report file.

The button opens a window in which you can select the file object to be excluded.

Add

With this button, you can add the file object entered in the input box to the display window.

Delete

With this button you can delete a selected file object from the display window.

Please note the further information when specifying exceptions:

In order to also exclude objects when they are accessed with short DOS file names (DOS name convention 8.3), the relevant short file name must also be entered in the list.

A file name that contains wildcards may not be terminated with a backslash. For example:
`C:\Program Files\Application\applic*.exe\`
This entry is not valid and not treated as an exception!

You can locate the path Realtime Protection uses to scan for infected files in the Realtime Protection report file. Indicate exactly the same path in the list of exceptions. Proceed as follows: Set the protocol function of the Realtime Protection to **Complete** in the configuration under Realtime Protection > Report. Now access the files, folders, mounted drives with the activated Realtime Protection. You can now read the path to be used from the Realtime Protection report file. The report file can be accessed in the Control Center under Local protection > Realtime Protection.

Heuristic

This configuration section contains the settings for the heuristic of the scan engine. (Options available in expert mode only.)

Avira products contain very powerful heuristics that can proactively uncover unknown malware, i.e. before a special virus signature to combat the damaging element has been created and before a virus guard update has been sent. Virus detection involves an extensive analysis and investigation of the affected codes for functions typical of malware. If the code being scanned exhibits these characteristic features, it is reported as being suspicious. This does not necessarily mean that the code is in fact malware. False positives do sometimes occur. The decision on how to handle affected code is to be made by the user, e.g. based on his or her knowledge of whether the source of the code is trustworthy or not.

Macrovirus heuristics

Macrovirus heuristics

Your Avira product contains a highly powerful macrovirus heuristic. If this option is enabled, all macros in the relevant document are deleted in the event of a repair, alternatively suspect documents are only reported, i.e. you receive an alert. This option is enabled as the default setting and is recommended.

Advanced Heuristic Analysis and Detection (AHeAD)

enable AHeAD

Your Avira program contains a very powerful heuristic in the form of Avira AHeAD technology, which can also detect unknown (new) malware. If this option is enabled, you can define how "aggressive" this heuristic should be. This option is enabled as the default setting.

Low detection level

If this option is enabled, slightly less unknown malware is detected, the risk of false alerts is low in this case.

Medium detection level

This option is enabled as the default setting if you have selected the use of this heuristic.

High detection level

If this option is enabled, significantly more unknown malware is detected, but there are also likely to be false positives.

10.2.2 ProActiv

Avira ProActiv protects you from new and unknown threats for which there are not yet any virus definitions or heuristics available. ProActiv technology is integrated into the Realtime Protection component and observes and analyzes the program actions performed. The behavior of the program is checked against typical malware action patterns: Type of action and action sequences. If a program exhibits behavior typical of malware, this is treated as a virus detection : You have the option of blocking the program or ignoring the notification and continuing to use the program. You can classify the program as trusted and add it to the application filter for permitted programs. You have the option of adding the program to the application filter for blocked programs using the **Always block** command.

The ProActiv component uses rule sets developed by the Avira Malware Research Center to identify suspicious behavior. The rule sets are supplied by Avira databases. Avira ProActiv sends information on any suspicious programs detected to the Avira databases for logging. You have the option of disabling data transmission to the Avira databases

> **Note**
> ProActiv technology is not yet available for 64 bit systems!

General (Options available in expert mode only.)

Enable Avira ProActiv

If this option is enabled, programs on your computer system are monitored and checked for suspicious actions. You will receive a message if typical malware behavior is detected. You can block the program or select "**Ignore**" to continue to use the program. The monitoring process excludes: Programs classified as trusted, trusted and signed programs included by default in the permitted applications filter, and all programs which you have added to the application filter for permitted programs.

Improve your computer security with Avira ProActiv.

If this option is enabled, Avira ProActiv sends data on suspicious programs and, in certain cases, suspicious program files (executable files) to the Avira Malware Research Center for advanced online scanning. After evaluation, these data are added to the ProActiv behavioral analysis rule sets. In this way, you become part of the Avira ProActiv community and contribute to the continuous improvement and refinement of the ProActiv security technology. No data are sent if this option is disabled. This has no effect on ProActiv functionality.

Click here to learn more

With this link you can access an Internet page where you can obtain detailed information on the advanced online scan. All data transmitted during an advanced online scan is included on the Internet page.

Blocked applications

Under *Applications to be blocked* you can enter applications which you classify as harmful and which you want Avira ProActiv to block by default. The applications added cannot be executed on your computer system. You can also add programs to the application filter for blocking via Realtime Protection notifications of suspicious program behavior, by selecting the **Always block this program** option.

Applications to be blocked

Application

The list contains all applications which you have classified as harmful which you have entered via the configuration or by notifying the ProActiv component. The applications on the list are blocked by Avira ProActiv and cannot be executed on your computer system. An operating system message appears when a blocked program starts up. The applications to be blocked are identified by Avira ProActiv on the basis of the path specified and the file name, and are blocked irrespective of their content.

Input box

Enter the application you want to block in this box. To identify the application, the full path, file name and file extension must be specified. The path must either show the drive on which the application is located or start with an environment variable.

The button opens a window in which you can select the application to be blocked.

Add

With the "**Add**" button you can transfer the application specified in the input box to the list of applications to be blocked.

Note
Applications required for the proper operation of the operating system cannot be added.

Delete

The "**Delete**" button lets you remove a highlighted application from the list of applications to be blocked.

Allowed applications

The section *Applications to be skipped* lists the applications excluded from monitoring by the ProActiv component: signed programs classified as trusted and included in list by default, all applications classified as trusted and added to the application filter: You can add permitted applications to the list in Configuration. You also have the option of adding applications to suspicious program behavior via Realtime Protection notifications by using the **Trusted program** option in the Realtime Protection notification.

Applications to be skipped

Application

The list contains applications excluded from monitoring by the ProActiv component. In the default installation settings, the list contains signed applications from trusted vendors. You have the option of adding applications that you consider to be trustworthy via the configuration or via Realtime Protection notifications. The ProActiv component identifies applications using the path, the file name and the content. We recommend checking the content as malware can be added to a program through changes such as updates. You can determine whether a contents check should be performed from the **Type** specified: For the "*Contents*" type, the applications specified by path and file name are checked for changes to the file content before they are excluded from monitoring by the ProActiv component. If the file contents have been modified, the application is again monitored by the ProActiv component. For the "*Path*" type, no contents check is performed before the application is excluded from monitoring by the Realtime Protection. To change the exclusion type, click on the type displayed.

Warning
Only use the *Path* type in exceptional cases. Malcode can be added to an application through an update. The originally harmless application is now malware.

Note
Some trusted applications, including for example all application components of your Avira product, are by default excluded from monitoring by the ProActiv component even though they are not included in the list.

Input box

In this box you enter the application to be excluded from monitoring by the ProActiv component. To identify the application, the full path, file name and file extension must be specified. The path must either show the drive on which the application is located or start with an environment variable.

...

The button opens a window in which you can select the application to be excluded.

Add

With the "**Add**" button you can transfer the application specified in the input box to the list of applications to be excluded.

Delete

The "**Delete**" button lets you remove a highlighted application from the list of applications to be excluded.

10.2.3 Report

Realtime Protection includes an extensive logging function to provide the user or administrator with exact notes about the type and manner of a detection. (Options available in expert mode only.)

Reporting

This group allows for the content of the report file to be determined.

Off

If this option is enabled, then Realtime Protection does not create a log.
It is recommended that you should turn off the logging function only in exceptional cases, such as if you are executing trials with multiple viruses or unwanted programs.

Default

If this option is enabled, Realtime Protection records important information (concerning detections, alerts and errors) in the report file, with less important information ignored for improved clarity. This option is enabled as the default setting.

Extended

If this option is enabled, Realtime Protection logs less important information to the report file as well.

Complete

If this option is enabled, Realtime Protection logs all available information in the report file, including file size, file type, date, etc.

Limit report file

Limit size to n MB

If this option is enabled, the report file can be limited to a certain size. Permitted values are between 1 and 100 MB. Around 50 kilobytes of extra space are allowed when limiting the size of the report file to minimize the use of system resources. If the size of

the log file exceeds the indicated size by more than 50 kilobytes, then old entries are deleted until the indicated size minus 50 kilobytes is reached.

Back up report file before shortening

If this option is enabled, the report file is backed up before shortening.

Write configuration to report file

If this option is enabled, the configuration of the on-access scan is recorded in the report file.

> **Note**
> If you have not specified any report file restriction, a new report file is automatically created when the report file reaches 100MB. A backup of the old report file is created. Up to three backups of old report files are saved. The oldest backups are deleted first.

10.3 Update

In the **Update** section you can configure the automatic receiving of updates. You can specify various update intervals.

Automatic update

All n Day(s) / Hour(s) / Minute(s)

In this box you can specify the interval at which the automatic update is performed. To change the update interval, highlight one of the time options in the box and change it using the arrow key to the right of the input box.

Start job while connecting to the Internet (dial-up)

If this option is enabled, in addition to the specified update interval, the update job is performed every time an Internet connection is established. (Option available in expert mode only.)

Repeat job if the time has already expired

If this option is enabled, past update jobs are performed that could not be performed at the time specified, for example because the computer was switched off. (Option available in expert mode only.)

10.3.1 Product update

Under **Product update**, configure how product updates or the notification of available product updates are handled. (Options available in expert mode only.)

Product updates

Download and install product updates automatically

If this option is enabled, product updates are downloaded and automatically installed by the Update component as soon as they become available. Updates to the virus definition file and scan engine are performed independently of this setting. The conditions for this option are: complete configuration of the update and an open connection to a download server.

Download product updates. If a restart is necessary, install the update after the system restart, otherwise install it immediately

If this option is enabled, product updates will be downloaded as soon as they become available. If no restart is necessary, the update is installed automatically after the update file is downloaded. If a product update requires you to restart your computer, it will be executed at the next user-controlled system reboot and not immediately after the download of the update file. This has the advantage that the restart is not performed while users are working at their computers. Updates to the virus definition file and scan engine are performed independently of this setting. The conditions for this option are: complete configuration of the update and an open connection to a download server.

Notify user if product updates are available

If this option is enabled, you will be notified by email when new product updates become available. Updates to the virus definition file and scan engine are performed independently of this setting. The conditions for this option are: complete configuration of the update and an open connection to a download server. You will receive notifications via a desktop popup window and via an alert from the Updater in the Control Center under **Overview > Events**.

Notify once again after n day(s)

If the product update was not installed after the initial notification, enter in this box the number of days that are to elapse before you are again notified that product updates are available.

Do not download product updates

If this option is enabled, no automatic product updates or notifications of available product updates by the Updater are performed. Updates to the virus definition file and search engine are performed independently of this setting.

Warning
An update of the virus definition file and of the search engine is performed during every update process independent of the settings for the product update (see Chapter Updates).

Note
If you have enabled an option for an automatic product update, you can

configure further restart notification and cancellation options under Restart settings. (Options available in expert mode only.)

10.3.2 Restart settings

When a product update for your Avira product is performed, you may have to restart your computer system. If you have selected automatic product updates under Local protection > Update > Product update, you can choose between the different restart notification and restart cancellation options under **Restart settings**. (Options available in expert mode only.)

Note
Note that your restart settings allow you to choose between two options for executing a product update requiring a computer restart in the configuration under Local protection > Update > Product update.
Download and install product updates automatically: The update and the restart are performed while users are working on their computers. If you have enabled this option, it may be useful to select restart routines with a cancel option or reminder function.
Download product updates. If a restart is necessary, install the update after the system restart, otherwise install it immediately: the update and the restart are performed after users have started up their computers and logged in. Automatic restart routines are recommended for this option.

Restart the computer after n Seconds (with countdown messages, cannot be canceled)

If this option is enabled, the restart which is necessary after a product update has been executed is performed **automatically** at the specified interval. A countdown message appears with no option for canceling the computer restart.

Periodic restart reminder

If this option is enabled, the restart which is necessary after a product update has been executed is **not** performed automatically. At the specified interval, you will receive restart notifications without cancel options. These notifications let you confirm the computer restart or select the "**Remind me again"** option.

Query whether computer should be restarted

If this option is enabled, the restart which is necessary after a product update has been executed is **not** performed automatically. You will receive only one message, which offers the option to perform a restart directly or cancel the restart routine.

Restart computer without query

If this option is enabled, the restart which is necessary after a product update has been executed is performed **automatically**. You will not receive any notification.

10.3.3 Web server

The update can be performed directly via a web server on the Internet. (Options available in expert mode only.)

Web server connection

Use existing connection (network)

This setting is displayed if your connection is used via a network.

Use the following connection

This setting is displayed if you define your connection individually.

The Updater automatically detects which connection options are available. Connection options that are not available are grayed out and cannot be activated. A dial-up connection can be established manually via a phone book entry in Windows, for example.

User

Enter the user name of the selected account.

Password

Enter the password for this account. For security reasons, the actual characters you type in this space are replaced by asterisks (*).

Note
If you have forgotten an existing Internet account name or password, contact your Internet Service Provider.

Note
The automatic dial-up of the updater through so-called dial-up tools (e.g. SmartSurfer, Oleco, etc.) is currently not yet available.

Terminate a dial-up connection that was set up for the update

If this option is enabled, the dial-up connection made for the update is automatically interrupted again as soon as the download has been successfully performed.

Note
This option is not available under Vista and Windows 7. Under these operating systems the dial-up connection opened for the update is always terminated as soon as the download has been performed.

Proxy settings

Proxy server

Do not use a proxy server

If this option is enabled, your connection to the web server is not established via a proxy server.

Use proxy system settings

When the option is enabled, the current Windows system settings are used for the connection to the web server via a proxy server. Configure the Windows system settings to use a proxy server under **Control panel > Internet options > Connections > LAN settings**. You can also access the Internet options in the **Extras** menu in Internet Explorer.

Warning
If you are using a proxy server which requires authentication, enter all the required data under the option **Use this proxy server**. The **Use proxy system settings** option can only be used for proxy servers without authentication.

Use this proxy server

If your web server connection is set up via a proxy server, you can enter the relevant information here.

Address

Enter the computer name or IP address of the proxy server you want to use to connect to the web server.

Port

Please enter the port number of the proxy server you want to use to connect to the web server.

Login name

Enter a user name to log in on the proxy server.

Login password

Enter the relevant password for logging in on the proxy server here. For security reasons, the actual characters you type in this space are replaced by asterisks (*).

Examples:

Address: `proxy.domain.com` Port: `8080`

Address: `192.168.1.100` Port: `3128`

10.4 Web Protection

The **Web Protection** section under **Configuration > Online protection** is responsible for the configuration of the Web Protection.

10.4.1 Scan

Web Protection protects you against viruses or malware that reach your computer from web pages that you load on your web browser from the Internet. The **Scan** options can be used to set the behavior of the Web Protection component. (Options available in expert mode only.)

Scan

Enable IPv6 support

If this option is enabled, Internet Protocol version 6 is supported by the Web Protection.

Drive-by protection

Drive-by protection allows you to make settings to block I-Frames, also known as inline frames. I-Frames are HTML elements, i.e. elements of Internet pages that delimit an area of a web page. I-Frames can be used to load and display different web content - usually other URLs - as independent documents in a sub-window of the browser. I-Frames are mostly used for banner advertising. In some cases, I-Frames are used to conceal malware. In these cases the area of the I-Frame is mostly invisible or almost invisible in the browser. The **Block suspicious I-frames** option allows you to check and block the loading of I-Frames.

Block suspicious I-frames

If this option is enabled, I-Frames on the web pages you request are scanned according to certain criteria. If there are suspect I-Frames on a requested web page, the I-Frame is blocked. An error message is displayed in the I-Frame window.

Action on detection

You can define the actions to be performed by Web Protection when a virus or unwanted program is detected. (Options available in expert mode only.)

Interactive

If this option is enabled, a dialog box appears when a virus or unwanted program is detected during an on-demand scan, in which you can choose what is to be done with the affected file. This option is enabled as the default setting.

Show progress bar

If this option is enabled, a desktop notification appears with a download progress bar if a download of website content exceeds a 20 second timeout. This desktop notification is designed in particular for downloading websites with larger data volumes: If you are surfing with Web Protection, website contents are not downloaded incrementally in the Internet browser, as they are scanned for viruses and malware before being displayed in the Internet browser. This option is disabled as the default setting.

Click here for more information.

Automatic

If this option is enabled, no dialog box in case of a virus detection appears. Web Protection reacts according to the settings you predefine in this section as primary and secondary action.

Primary action

The primary action is the action performed when Web Protection finds a virus or an unwanted program.

Deny access

The website requested from the web server and/ or any data or files transferred are not sent to your web browser. An error message to notify you that access has been denied is displayed in the web browser. Web Protection logs the detection to the report file if the report function is activated.

Quarantine

In the event of a virus or malware being detected, the website requested from the web server and/ or the transferred data and files are moved into quarantine. The affected file can be recovered from the quarantine manager if it has any informative value or - if necessary - sent to the Avira Malware Research Center.

Ignore

The website requested from the web server and/ or the data and files that were transferred are forwarded on by Web Protection to your web browser. Access to the file is permitted and the file is ignored.

Warning
The affected file remains active on your workstation! It may cause serious damage on your workstation!

Blocked requests

In **Blocked requests** you can specify the file types and MIME types (content types for the transferred data) to be blocked by Web Protection. The Web filter lets you block known phishing and malware URLs. Web Protection prevents the transfer of data from the Internet to your computer system. (Options available in expert mode only.)

Web Protection blocks the following file types / MIME-Types

All file types and MIME types (content types for the transferred data) in the list are blocked by Web Protection.

Input box

In this box, enter the names of the MIME types and file types you want Web Protection to block. For file types, enter the file extension, e.g. **.htm**. For MIME types, indicate the media type and, where applicable, sub-type. The two statements are separated from one another by a single slash, e.g. **video/mpeg** or **audio/x-wav**.

Note
Files which are already stored on your system as temporary Internet files and blocked by Web Protection can, however, be downloaded locally from the Internet by your computer's Internet browser. Temporary Internet files are files saved on your computer by the Internet browser so that websites can be accessed more quickly.

Note
The list of blocked file and MIME types is ignored if they are entered in the list of excluded file and MIME types under Web Protection > Scan > Exceptions.

Note
No wildcards (* for any number of characters or ? for a single character) can be used when entering file types and MIME types.

MIME types: Examples for media types:

- `text` = for text files
- `image` = for graphics files
- `video` = for video files
- `audio` = for sound files
- `application` = for files linked to a particular program

Examples of excluded file and MIME types

- `application/octet-stream` = application/octet-stream MIME type files (executable files *.bin, *.exe, *.com, *dll, *.class) are blocked by Web Protection.
- `application/olescript` = application/olescript MIME type files (ActiveX script-files *.axs) are blocked by Web Protection.
- `.exe` = All files with the extension .exe (executable files) are blocked by Web Protection.

- `.msi` = All files with the extension .msi (Windows Installer files) are blocked by Web Protection.

Add

The button allows you to copy MIME and file types from the input field into the display window.

Delete

The button deletes a selected entry from the list. This button is inactive if no entry is selected.

Web Filter

The web filter is based on an internal database, updated daily, that classifies URLs according to content.

Activate web filter

When the option is enabled, all URLs matching the selected categories in the Web filter list are blocked.

Web filter list

In the Web filter list you can select the content categories whose URLs are to be blocked by Web Protection.

> **Note**
> The Web filter is ignored for entries in the list of excluded URLs under Web Protection > Scan > Exceptions.

> **Note**
> **Spam URLs** are URLs sent with spam emails. The **Fraud / Deception** category covers web pages with “Subscription Expires” and other offers of services whose costs are hidden by the provider.

Exceptions

These options allow you to set exceptions based on MIME types (content types for the transferred data) and file types for URLs (Internet addresses) for scanning by Web Protection. The MIME types and URLs specified are ignored by Web Protection, i.e. that data is not scanned for viruses and malware when it is transferred to your computer system. (Options available in expert mode only.)

MIME types skipped by Web Protection

In this field you can select the MIME types (content types for the transferred data) to be ignored by Web Protection during scanning.

File types/MIME types skipped by Web Protection (user-defined)

All MIME types (content types for the transferred data) in the list are ignored by Web Protection during scanning.

Input box

In this box you can input the name of the MIME types and file types to be ignored by Web Protection during scanning. For file types, enter the file extension, e.g. **.htm**. For MIME types, indicate the media type and, where applicable, sub-type. The two statements are separated from one another by a single slash, e.g. **video/mpeg** or **audio/x-wav**.

Note
No wildcards (* for any number of characters or ? for a single character) can be used when entering file types and MIME types.

Warning
All file types and content types on the exclusion list are downloaded into the Internet browser without further scanning of the blocked requests (List of file and MIME types to be blocked in Web Protection > Scan > Blocked requests) or by Web Protection: For all entries on the exclusion list, the entries on the list of file and MIME types to be blocked are ignored. No scan for viruses and malware is performed.

MIME types: Examples for media types:

- `text` = for text files
- `image` = for graphics files
- `video` = for video files
- `audio` = for sound files
- `application` = for files linked to a particular program

Examples of excluded file and MIME types:

- `audio/` = All audio media type files are excluded from Web Protection scans
- `video/quicktime` = All Quicktime sub-type video files (*.qt, *.mov) are excluded from Web Protection scans
- `.pdf` = All Adobe PDF files are excluded from Web Protection scans.

Add

The button allows you to copy MIME and file types from the input field into the display window.

Delete

The button deletes a selected entry from the list. This button is inactive if no entry is selected.

URLs skipped by Web Protection

All URLs in this list are excluded from Web Protection scans.

Input box

In this box you can input URLs (Internet addresses) to be excluded from Web Protection scans, e.g. `www.domainname.com`. You can specify parts of the URL, using leading or following dots to indicate the domain level: `.domainname.com` for all pages and all subdomains of the domain. Indicate websites with any top-level domain (`.com` or `.net`) with a following dot: `domainname.`. If you indicate a string without a leading or concluding dot, the string is interpreted as a top-level domain, e.g. `net` for all NET domains (`www.domain.net`).

Note
You can also use the wildcard * for any number of characters when specifying URLs. You can also use leading or following dots in combination with wildcards to indicate the domain level:
`.domainname.*`
`*.domainname.com`
`.*name*.com` (valid but not recommended)
Specifications without dots, like *`name`*, are interpreted as part of a top-level domain and are not advisable.

Warning
All websites on the list of excluded URLs are downloaded into the Internet browser without further scanning by the web filter or by Web Protection: For all entries in the list of excluded URLs, the entries in the web filter (see Web Protection > Scan > Blocked requests) are ignored. No scan for viruses and malware is performed. Only trusted URLs should therefore be excluded from Web Protection scans.

Add

The button allows you to copy the URL entered in the input field (Internet address) to the viewer window.

Delete

The button deletes a selected entry from the list. This button is inactive if no entry is selected.

Examples: Skipped URLs

- `www.avira.com` -OR- `www.avira.com/*`
  = All URLs with the domain `www.avira.com` are excluded from Web Protection scans: *www.avira.com/en/pages/index.php*, *www.avira.com/en/support/index.html*, *www.avira.com/en/download/index.html*, etc.
  URLs with the domain `www.avira.de` are not excluded from Web Protection scans.
- `avira.com` -OR- `*.avira.com`
  = All URLs with the second and top-level domain `avira.com` are excluded from Web Protection scans: The specification implies all existing subdomains for `.avira.com`: *www.avira.com*, *forum.avira.com*, etc.
- `avira.` -OR- `*.avira.*`
  = All URLs with the second-level domain `avira` are excluded from Web Protection scans: The specification implies all existing top-level domains or subdomains for `.avira`: *www.avira.com*, *www.avira.de*, *forum.avira.com*, etc.
- `.*domain*.*`
  All URLs containing a second-level domain with the string `domain` are excluded from Web Protection scans: *www.domain.com*, *www.new-domain.de*, *www.sample-domain1.de*, ...
- `net` -OR- `*.net`
  = All URLs with the top-level domain `net` are excluded from Web Protection scans: *www.name1.net*, *www.name2.net*, etc.

Warning
Enter the URLs you want to exclude from the Web Protection scan as precisely as possible. Avoid specifying an entire top-level domain or parts of a second-level domain because there is a risk that Internet pages that distribute malware and undesirable programs will be excluded from the Web Protection scan through global specifications under exclusions. You are recommended to specify at least the complete second-level domain and the top-level domain: `domainname.com`

Heuristic

This configuration section contains the settings for the heuristic of the scan engine. (Options available in expert mode only.)

Avira products contain very powerful heuristics that can proactively uncover unknown malware, i.e. before a special virus signature to combat the damaging element has been created and before a virus guard update has been sent. Virus detection involves an extensive analysis and investigation of the affected codes for functions typical of malware. If the code being scanned exhibits these characteristic features, it is reported as being

suspicious. This does not necessarily mean that the code is in fact malware. False positives do sometimes occur. The decision on how to handle affected code is to be made by the user, e.g. based on his or her knowledge of whether the source of the code is trustworthy or not.

Macrovirus heuristic

Your Avira product contains a highly powerful macrovirus heuristic. If this option is enabled, all macros in the relevant document are deleted in the event of a repair, alternatively suspect documents are only reported, i.e. you receive an alert. This option is enabled as the default setting and is recommended.

Advanced Heuristic Analysis and Detection (AHeAD)

enable AHeAD

Your Avira program contains a very powerful heuristic in the form of Avira AHeAD technology, which can also detect unknown (new) malware. If this option is enabled, you can define how "aggressive" this heuristic should be. This option is enabled as the default setting.

Low detection level

If this option is enabled, slightly less unknown malware is detected, the risk of false alerts is low in this case.

Medium detection level

This option is enabled as the default setting if you have selected the use of this heuristic.

High detection level

If this option is enabled, significantly more unknown malware is detected, but there are also likely to be false positives.

10.4.2 Report

The Web Protection includes an extensive logging function to provide the user or administrator with exact notes about the type and manner of a detection.

Reporting

This group allows for the content of the report file to be determined.

Off

If this option is enabled, then Web Protection does not create a log.
It is recommended that you should turn off the logging function only in exceptional cases, such as if you are executing trials with multiple viruses or unwanted programs.

Default

If this option is enabled, Web Protection records important information (concerning detections, alerts and errors) in the report file, with less important information ignored for improved clarity. This option is enabled as the default setting.

Advanced

If this option is enabled, Web Protection logs less important information to the report file as well.

Complete

If this option is enabled, Web Protection logs all available information in the report file, including file size, file type, date, etc.

Limit report file

Limit size to n MB

If this option is enabled, the report file can be limited to a certain size; possible values: Permitted values are between 1 and 100 MB. Around 50 kilobytes of extra space are allowed when limiting the size of the report file to minimize the use of system resources. If the size of the log file exceeds the indicated size by more than 50 kilobytes, old entries are then deleted until the indicated size has been reduced by 20%.

Write configuration in report file

If this option is enabled, the configuration of the on-access scan is recorded in the report file.

Note
If you have not specified any report file restriction, older entries are automatically deleted when the report file reaches 100MB. Entries are deleted until the size of the report file reaches 80 MB.

10.5 Mail Protection

The **Mail Protection** section of the Configuration is responsible for the configuration of the Mail Protection.

10.5.1 Scan

Use Mail Protection to scan incoming emails for viruses and malware . Outgoing emails can be scanned for viruses and malware by Mail Protection.

Enable Mail Protection

If this option is enabled, email traffic is monitored by Mail Protection. Mail Protection is a proxy server which checks data traffic between the email server you use and the email client program on your computer system: incoming emails are scanned for malware by default. If this option is disabled, the Mail Protection service is still started, but monitoring by Mail Protection is disabled.

Scan incoming emails

If this option is enabled, incoming emails are scanned for viruses and malware. Mail Protection supports POP3 and IMAP protocols. Enable the inbox account used by your email client to receive emails for monitoring by Mail Protection.

Monitor POP3 accounts

If this option is enabled, the POP3 accounts are monitored on the specified ports.

Monitored ports

In this field you should enter the port to be used as the inbox by the POP3 protocol. Multiple ports are separated by commas. (Option available in expert mode only.)

Default

This button resets the specified port to the default POP3 port. (Option available in expert mode only.)

Monitor IMAP accounts

If this option is enabled, the IMAP accounts are monitored on the specified ports.

Monitored ports

In this field you should enter the port to be used as the inbox by the IMAP protocol. Multiple ports are separated by commas. (Option available in expert mode only.)

Default

This button resets the specified port to the default IMAP port. (Option available in expert mode only.)

Scan outgoing emails (SMTP)

If this option is enabled, outgoing emails are scanned for viruses and malware.

Monitored ports

In this field you should enter the port to be used as the outbox by the SMTP protocol. Multiple ports are separated by commas. (Option available in expert mode only.)

Default

This button resets the specified port to the default SMTP port. (Option available in expert mode only.)

> **Note**
> To verify the protocols and ports used, call up the properties of your email accounts in your email client program. Default ports are mostly used.

Enable IPv6 support

If this option is enabled, Internet Protocol version 6 is supported by the Mail Protection. (Option available in expert mode only.)

Action on detection

This configuration section contains settings for actions performed when Mail Protection finds a virus or unwanted program in an email or in an attachment. (Options available in expert mode only.)

> **Note**
> These actions are performed both when a virus is detected in incoming emails and when a virus is detected in outgoing emails.

Interactive

If this option is enabled, a dialog box appears when a virus or unwanted program is detected in an email or attachment in which you can choose what is to be done with the email or attachment concerned. This option is enabled as the default setting.

Show progress bar

If this option is enabled, the Mail Protection shows a progress bar during downloading of emails. This option can only be enabled if the option "**Interactive**" has been selected.

Automatic

If this option is enabled, you are no longer notified when a virus or unwanted program is found. Mail Protection reacts according to the settings you define in this section.

Affected emails

The action chosen for "*Affected emails*" is performed when the Mail Protection finds a virus or an unwanted program in an email. If the option "**Ignore**" is selected, it is also possible, under "*Affected attachments*", to select the process for dealing with a virus or unwanted program detected in an attachment.

Delete

If this option is enabled, the affected email is automatically deleted if a virus or unwanted program is found. The body of the email is replaced by the default text given below. The same applies to all attachments included; these are also replaced by a default text.

Ignore

If this option is enabled, the affected email is ignored despite detection of a virus or unwanted program. However, you can decide what is to be done with the affected attachment:

Move to quarantine

If this option is enabled, the complete email including all attachments is placed in Quarantine if a virus or unwanted program is found. If required, it can later be restored. The affected email itself is deleted. The body of the email is replaced by the default text given below. The same applies to all attachments included; these are also replaced by a default text.

Affected attachments

The option "*Affected attachments*" can only be selected if the setting "**Ignore**" has been selected under "*Affected emails*". With this option it is now possible to decide what is to be done if a virus or unwanted program is found in an attachment.

Delete

If this option is enabled, the affected attachment is deleted if a virus or unwanted program is found and replaced by a default text.

Ignore

If this option is enabled, the attachment is ignored despite detection of a virus or unwanted program and delivered.

Move to quarantine

If this option is enabled, the affected attachment is placed in Quarantine and then deleted (replaced by a default text). If required, the affected attachment(s) can later be restored.

Warning
If you select this option, you have no protection against viruses and unwanted programs by the Mail Protection. Only select this item if you are certain you know what you are doing. Disable the preview in your email program, never open attachments by double-clicking!

Further actions

This configuration section contains further settings for actions performed when Mail Protection finds a virus or unwanted program in an email or in an attachment. (Options available in expert mode only.)

Note
These actions are performed exclusively when a virus is detected in incoming emails.

Default text for deleted and moved emails

The text in this box is inserted in the email as a message instead of the affected email. You can edit this message. A text may contain a maximum of 500 characters.

You can use the following key combination for formatting:

Ctrl + Enter = inserts a line break.

Default

The button inserts a pre-defined default text in the edit box.

Default text for deleted and moved attachments

The text in this box is inserted in the email as a message instead of the affected attachment. You can edit this message. A text may contain a maximum of 500 characters.

You can use the following key combination for formatting:

Ctrl + Enter = inserts a line break.

Default

The button inserts a pre-defined default text in the edit box.

Heuristic

This configuration section contains the settings for the heuristic of the scan engine. (Options available in expert mode only.)

Avira products contain very powerful heuristics that can proactively uncover unknown malware, i.e. before a special virus signature to combat the damaging element has been created and before a virus guard update has been sent. Virus detection involves an extensive analysis and investigation of the affected codes for functions typical of malware. If the code being scanned exhibits these characteristic features, it is reported as being suspicious. This does not necessarily mean that the code is in fact malware. False positives do sometimes occur. The decision on how to handle affected code is to be made by the user, e.g. based on his or her knowledge of whether the source of the code is trustworthy or not.

Macrovirus heuristic

Your Avira product contains a highly powerful macrovirus heuristic. If this option is enabled, all macros in the relevant document are deleted in the event of a repair, alternatively suspect documents are only reported, i.e. you receive an alert. This option is enabled as the default setting and is recommended.

Advanced Heuristic Analysis and Detection (AHeAD)

Enable AHeAD

Your Avira program contains a very powerful heuristic in the form of Avira AHeAD technology, which can also detect unknown (new) malware. If this option is enabled,

you can define how "aggressive" this heuristic should be. This option is enabled as the default setting.

Low detection level

If this option is enabled, slightly less unknown malware is detected, the risk of false alerts is low in this case.

Medium detection level

This option is enabled as the default setting if you have selected use of this heuristic. This option is enabled as the default setting and is recommended.

High detection level

If this option is enabled, significantly more unknown malware is detected, but there are also likely to be false positives.

10.5.2 General

Exceptions

Scanning exceptions

This table shows you the list of email addresses excluded from scanning by Mail Protection (white list).

> **Note**
> The list of exceptions is used exclusively by Mail Protection with regard to incoming emails.

Scanning exceptions

Input box

In this box you enter the email address that you want to add to the list of email addresses not to be scanned. Depending on your settings, the email address will no longer be scanned in future by the Mail Protection.

Add

With this button you can add the email address entered in the input box to the list of email addresses not to be scanned.

Delete

This button deletes a highlighted email address from the list.

Email address

Email that is no longer to be scanned.

Malware

When this option is enabled, the email address is no longer scanned for malware.

Up

You can use this button to move a highlighted email address to a higher position. If no entry is highlighted or the highlighted address is at the first position in the list, this button is not enabled.

Down

You can use this button to move a highlighted email address to a lower position. If no entry is highlighted or the highlighted address is at the last position in the list, this button is not enabled.

Cache

The Mail Protection cache contains data regarding the scanned emails that is displayed as statistical data in the Control Center under **Mail Protection**. (Options available in expert mode only.)

Maximum number of emails to be stored in the cache

This field is used to set the maximum number of emails that are stored by Mail Protection in the cache. Emails are deleted oldest first.

Maximum days for an email to be stored

The maximum storage period of an email in days is entered in this box. After this time, the email is removed from the cache.

Empty Cache

Click on this button to delete the emails stored in the cache.

10.5.3 Report

Mail Protection includes an extensive logging function to provide the user or administrator with exact notes about the type and manner of a detection. (Options available in expert mode only.)

Reporting

This group allows for the content of the report file to be determined.

Off

If this option is enabled, then Mail Protection does not create a log.
It is recommended that you should turn off the logging function only in exceptional cases, such as if you are executing trials with multiple viruses or unwanted programs.

Default

If this option is enabled, Mail Protection records important information (concerning detections, alerts and errors) in the report file, with less important information ignored for improved clarity. This option is enabled as the default setting.

Extended

If this option is enabled, Mail Protection logs less important information to the report file as well.

Complete

If this option is enabled, Mail Protection logs all information to the report file.

Limit report file

Limit size to n MB

If this option is enabled, the report file can be limited to a certain size; possible values: Permitted values are between 1 and 100 MB. Around 50 kilobytes of extra space are allowed when limiting the size of the report file to minimize the use of system resources. If the size of the log file exceeds the indicated size by more than 50 kilobytes, then old entries are deleted until the indicated size minus 50 kilobytes is reached.

Backup report file before shortening

If this option is enabled, the report file is backed up before shortening.

Write configuration in report file

If this option is enabled, the Mail Protection configuration is recorded in the report file.

Note
If you have not specified any report file restriction, a new report file is automatically created when the report file reaches 100MB. A backup of the old report file is created. Up to three backups of old report files are saved. The oldest backups are deleted first.

10.6 General

10.6.1 Threat categories

Selection of extended threat categories (Options available in expert mode only)

Your Avira product protects you against computer viruses. In addition, you can scan according to the following extended threat categories.

- Adware

- Adware/Spyware
- Application
- Backdoor Clients
- Dialer
- Double Extension Files
- Fraudulent software
- Games
- Jokes
- Phishing
- Programs that violate the private domain
- Unusual runtime packers

By clicking on the relevant box, the selected type is enabled (check mark set) or disabled (no check mark).

Select all

If this option is enabled, all types are enabled.

Default values

This button restores the predefined default values.

> **Note**
> If a type is disabled, files recognized as being of the relevant program type are no longer indicated. No entry is made in the report file.

10.6.2 Password

You can protect your Avira product in different areas with a password. If a password has been issued, you will be asked for this password every time you want to open the protected area.

Password

Enter password

Enter your required password here. For security reasons, the actual characters you type in this space are replaced by asterisks (*). The password can only have a maximum of 20 chars. Once the password has been issued, the program refuses access if an incorrect password is entered. An empty box means "No password".

Confirmation

Confirm the password entered above by entering again here. For security reasons, the actual characters you type in this space are replaced by asterisks (*).

Note
The password is case-sensitive!

Areas protected by password (Options available in expert mode only)

Your Avira product can protect individual areas with a password. By clicking the relevant box, the password request can be disabled or re-enabled for individual areas as required.

Password-protected area	Function
Control Center	If this option is enabled, the pre-defined password is required to start the Control Center.
Activate / deactivate Realtime Protection	If this option is enabled, the pre-defined password is required to enable or disable AntiVir Realtime Protection.
Activate / deactivate Mail Protection	If this option is enabled, the pre-defined password is required to enable/disable Mail Protection.
Activate / deactivate Web Protection	If this option is enabled, the pre-defined password is required to enable/disable Web Protection.
Quarantine	If this option is enabled, all areas of the quarantine manager protected by a password are enabled. By clicking on the relevant box, the password enquiry can be disabled or enabled again on request for individual areas.
Restore affected objects	If this option is enabled, the pre-defined password is required to restore an object.

Rescan affected objects	If this option is enabled, the pre-defined password is required to rescan an object.
Affected object properties	If this option is enabled, the pre-defined password is required to display the properties of an object.
Delete affected objects	If this option is enabled, the pre-defined password is required to delete an object.
Send email to Avira	If this option is enabled, the pre-defined password is required to send an object to the Avira Malware Research Center for examination.
Configuration	If this option is enabled, configuration of the program is only possible after entering the pre-defined password.
Installation / uninstallation	If this option is enabled, the pre-defined password is required for installation or uninstallation of the program.

10.6.3 Security

Options available in expert mode only.

Autostart

Block autostart function

If this option is enabled, the execution of the Windows autostart function is blocked on all connected drives, including USB sticks, CD and DVD drives and network drives. With the Windows autostart function, files on data media or network drives are read immediately on loading or connection, and files can therefore be started and copied automatically. This functionality carries with it a high security risk, however, as malware and unwanted programs can be installed with the automatic start. The autostart function is especially critical for USB sticks as data on a stick can be changed at any time.

Exclude CDs and DVDs

When this option is enabled, the autostart function is permitted on CD and DVD drives.

Warning
Only disable the autostart function for CD and DVD drives if you are sure you are only using trusted data media.

System protection

Protect Windows hosts files from changes

If this option is set to activated, the Windows hosts files are write-protected. Manipulation is no longer possible. For example, malware is not able to redirect you to undesired websites. This option is activated as the default setting.

Product protection

Note
The product protection options are not available if the Realtime Protection has not been installed using the user-defined installation option.

Protect processes from unwanted termination

If this option is enabled, all processes of the program are protected against unwanted termination by viruses and malware or against 'uncontrolled' termination by a user, e.g. via Task-Manager. This option is enabled as the default setting.

Advanced process protection

If this option is enabled, all processes of the program are protected with advanced options against unwanted termination. Advanced process protection requires considerably more computer resources than simple process protection. The option is enabled as the default setting. To disable this option, you have to restart your computer.

Note
Password protection is not available for Windows XP 64 bit !

Warning
If process protection is enabled, interaction problems can occur with other software products. Disable process protection in these cases.

Protect files and registry entries from manipulation

If this option is enabled, all registry entries of the program and all program files (binary and configuration files) are protected from manipulation. Protection against manipulation entails preventing write, delete and, in some cases, read access to the

registry entries or program files by users or external programs. To enable this option, you have to restart your computer.

Warning
Please note that, if this option is disabled, the repair of computers infected with specific types of malware may fail.

Note
When this option is activated, changes can only be made to the configuration, including changes to scan or update requests, by means of the user interface.

Note
Protection for files and registration entries is not available for Windows XP 64 bit !

10.6.4 WMI

Options available in expert mode only.

Support for Windows Management Instrumentation

Windows Management Instrumentation is a basic Windows management technique that uses script and programming languages to allow read and write access, both local and remote, to settings on Windows systems. Your Avira product supports WMI and provides data (status information, statistical data, reports, planned requests, etc.) as well as events via an interface. WMI gives you the option of downloading operating data from the program

Enable WMI support

When this option is enabled, you can download operating data from the program via WMI.

10.6.5 Events

Options available in expert mode only.

Limit size of event database

Limit size to max. n entries

If this option is enabled, the maximum number of events listed in the event database can be limited to a certain size; possible values: 100 to 10000 entries. If the number of entered entries is exceeded, the oldest entries are deleted.

Delete all events older than n day(s)

If this option is enabled, events listed in the event database are deleted after a certain period of time; possible values: 1 to 90 days. This option is enabled as the default setting, with a value of 30 days.

No limit

When this option has been activated, the size of the event database is not limited. However, a maximum of 20,000 entries are displayed in the program interface under Events.

10.6.6 Reports

Options available in expert mode only.

Limit reports

Limit number to max. n piece

When this option is enabled, the maximum number of reports can be limited to a specific amount. Values between 1 and 300 are permissible. If the specified number is exceeded, then the oldest report at that time is deleted.

Delete all reports older than n day(s)

If this option is enabled, reports are automatically deleted after a specific number of days. Permissible values are: 1 to 90 days. This option is enabled as the default setting, with a value of 30 days.

No limit

If this option is enabled, the number of reports is not restricted.

10.6.7 Directories

Options available in expert mode only.

Temporary path

Use default system settings

If this option is enabled, the settings of the system are used for handling temporary files.

Note
You can see where your system saves temporary files - for example with Windows XP - under: **Start > Settings > Control Panel > System > Index card** "**Advanced**" Button "**Environment Variables**". The temporary variables

(TEMP, TMP) for the currently registered user and for system variables (TEMP, TMP) are shown here with their relevant values.

Use following directory

If this option is enabled, the path displayed in the input box is used.

Input box

In this input box, enter the path where the program will store its temporary files.

The button opens a window in which you can select the required temporary path.

Default

The button restores the pre-defined directory for the temporary path.

10.6.8 Acoustic alerts

Options available in expert mode only.

When a virus or malware is detected by the System Scanner or Realtime Protection, an acoustic alert is heard in interactive action mode. You can now choose to activate or deactivate the acoustic alert and select an alternative WAVE file for the alert.

Note
The action mode of the System Scanner is set in the configuration under System Scanner > Scan > Action on detection. The action mode of the Realtime Protection is set in the configuration under Realtime Protection > Scan > Action on detection.

No warning

When this option is enabled, there is no acoustic alert when a virus is detected by the System Scanner or Realtime Protection.

Use PC speakers (only in interactive mode)

If this option is enabled, there is an acoustic alert with the default signal when a virus is detected by the System Scanner or Realtime Protection. The acoustic alert is sounded on the PC's internal speaker.

Use the following WAVE file (only in interactive mode)

If this option is enabled, there is an acoustic alert with the selected WAVE file when a virus is detected by the System Scanner or Realtime Protection. The selected WAVE file is played over a connected external speaker.

WAVE file

In this input box you can enter the name and the associated path of an audio file of your choice. The program's default acoustic signal is entered as standard.

The button opens a window in which you can select the required file with the aid of the file explorer.

Test

This button is used to test the selected WAVE file.

10.6.9 Alerts

Your Avira product generates so-called slide-ups, desktop notifications for specific events, which give information on successful or failed program sequences such as updates. Under **Alerts** you can enable or disable the notifications for specific events.

With desktop notifications, you have the option of disabling the notification directly in the slide-up. You can reactivate the notification, in the **Alerts** configuration window.

Update

Alert, if last update is older than n day(s)

In this box, you can enter the maximum number of days allowed to have passed since the last update If this number of days has passed, a red icon is displayed for the update status under **Status** in the Control Center.

Show notice if the virus definition file is out of date

If this option is enabled, you will obtain an alert if the virus definition file is not up-to-date. With the help of the alert option, you can configure the temporal interval for an alert if the last update is older than n day(s).

Warnings / Notes with the following situations

Dial-up connection is used

If this option is enabled, you will receive a desktop notification alert if a dialer creates a dial-up connection on your computer via the telephone or ISDN network. There is a danger that the connection may have been created by an unknown and unwanted dialer and that the connection may be chargeable. (see Viruses and more > Threat categories: Dialer)

Files have been successfully updated

If this option is enabled, you will receive a desktop notification whenever an update has been successfully performed and files updated.

Update failed

If this option is enabled, you will receive a desktop notification whenever an update fails: No connection to the download server could be created or the update files could not be installed.

No update necessary

If this option is enabled, you will receive a desktop notification whenever an update is started but installation of the files is not necessary as your program is up to date.

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